SESAME

APARTMENTS

HOME OWNER'S MANUAL

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INTRODUCTION

WELCOME TO SESAME APARTMENTS

Sesame Apartments are set in the heart of a thriving and lively community. With its cosmopolitan bars and restaurants, Battersea Square is the new place to see and be seen. A short walk away, St John's Hill offers a wide range of fashionable shopping while Northcote Road's famous market is an event not to be missed. Quaint and quirky, this is the best place to find local art, antiques, flowers and artisan food.

The whole area has its own unique sense of place and attracts people of all ages and stages. The friendly, relaxed village feel of Battersea Square continues along St John's Hill and the half mile stretch of Northcote Road, which is populated with independent shops, cafés and restaurants.

Fresh air and green spaces are all around, with Wandsworth and Clapham Commons and the wide open spaces of Battersea Park just a stone's throw away.

Battersea Park is the obvious winner in this world of greenery – its 200 acres include a lake with boating in the spring and summer, an adventure playground, park zoo, not to mention a café, a restaurant and several all-weather sports pitches.

There's also the Pump House Gallery for art lovers, and the new Millennium Arena is an up-to-the-minute paradise for athletes. But since 1985, the undoubted centrepiece of the place has been the glittering Buddhist Pagoda that rises above the river.

In addition to these magnificent grounds, there is also nearby Falcon Park, Fred Wells Gardens & Play Area and York Gardens, all making Battersea a greener place to live.

WHY YOU NEED THIS MANUAL

The manual and associated documents have been designed to provide new home owners with comprehensive guidance relating to the ownership and maintenance of their home. All aspects of apartments and the estate have been covered. Residents should ensure they consult the manual prior to making contact with the developer or managing agent in order to avoid unnecessary call out charges.

It is recommended that new residents should:

- Refer to the manual and terms of the lease prior to making any changes within the property.
- Maintain all aspects of the property in accordance with the manufacturers' instructions and guidance provided by the developer.
- Complete and register all manufacturers' warranties in accordance with their instructions.
- Keep all documentation e.g. manuals, warranties and guarantees etc.
- Keep copies of all financial and other records e.g. service charges, maintenance records and receipts.
- Keep the manual readily available within the property for the benefit and safety of any visitors, tenants or subsequent owners.

NOTE:

Content of manual

This manual is for guidance only- it is not a legal document.

The contents should not be taken as contractually binding, as the information may be subject to change without prior notice.

Buy to let purchasers

We would recommend that those purchasers intending to rent their apartments to tenants, to save the online PDF file containing the manual and keep it safe, in the event that they require to print for themselves or future tenants.

CHAPTER 1

USEFUL INFORMATION & CONTACT

1. USEFUL INFORMATION AND CONTACTS

1.1 BUILDING WARRANTY

During the first year from the date of legal completion of your property, generally speaking Thornsett Residential Ltd (also referred to as Thornsett) will rectify problems in accordance with the terms of the Premier Guarantee New Homes Warranty. For further guidance, see copies of the Premier Guarantee documents that were issued to your solicitor at the time of exchange of contracts and on legal completion.

WHO TO CONTACT

Premier Guarantee
2 Shore Lines
Shore Road
Birkenhead
Wirral, CH41 1AU
☎ 08444 120 888
🖷 08444 120 333
✉ info@premierguarantee.co.uk
www.premierguarantee.co.uk

WHAT THE HOME OWNER IS REQUIRED TO DO

Should any problems arise with the construction of the property during the first 12 months of occupancy, please inform Thornsett **in writing** before the end of the initial warranty period. It is essential that any problems are reported as soon as possible. Please see chapter 1.2 for further details.

WHAT THORNSETT RESIDENTIAL LTD WILL DO

If responsibility for remedying a problem lies with Thornsett and/or their building contractor they will arrange to resolve the issue.

For appliances within the property that are provided with a manufacturer's warranty, contact should be made directly with the manufacturer or supplier.

COMPLAINTS & DISPUTES

If your complaint has not been dealt with to your satisfaction, you may contact Premier Guarantee who will deal with the complaint under the terms of your Home Warranty policy. Where the dispute falls outside Premier Guarantee's own disputes resolution scheme, you will be offered the opportunity to refer the complaint to the independent Disputes Resolution Scheme provider. You must bring the claim within three months of Thornsett's final response to the original complaint or within three months after the original complaint, whichever is later.

The *Consumer Code for Homebuilders Adjudication Scheme* is provided independently by IDRS Ltd, for resolving disputes between homebuilders and homebuyers who are covered by the code. For further information contact Consumer Code

Consumer Code:
IDRS Limited
24 Angel Gate
City Road
London, EC1V 2PT
☎ 020 7520 380

1.2 CUSTOMER SERVICE

DEFECTS LIABILITY PERIOD

Thornsett Residential Ltd, in conjunction with its Main Contractor (Ardmore) who built the development, will provide a 12 months defect liability period. During this period we will instruct our contractor to deal with defects reported to us.

WHAT IS A DEFECT

A defect is a building flaw or a design mistake that reduces the value of the home, and/or causes a dangerous condition. Some defects are obvious (water leakage) but many are less obvious. Common defects are water leakages, faulty electrics or heating system.

12 MONTHS DEFECTS LIABILITY INSPECTION

A defect liability inspection will be carried out after 12 months of occupation to ascertain whether any defects have appeared which are due to faults attributable to materials, workmanship, design method of construction, frost or shrinkage and will be made good by the Contractor.

The defects liability inspection will be conducted towards the end of your first twelve (12) months of ownership by a representative of Thornsett and the Contractor. The inspection will ensure that there is no defect which may not have been apparent to you and that could have an impact on the fabric of the building. You will be notified in good time to advise you that these inspections are due to commence.

HOW TO REPORT A DEFECT

Any problems or issues which affect your property should be reported to Thornsett by email or phone as soon as reasonably possible. If a repair arises out of misuse of, or damage to, the property, the cost of the repair will be borne by the Owner. Reasonable access will be required to your property to carry out any necessary repairs. Contact details are as follows:

Customer Service Department
Thornsett London Ltd
34 Margery Street
London
WC1X 0JJ
✉ customer.service@thornsettgroup.co.uk
🖷 020 7843 9501

OWNER'S NOTICE OF DEFECTS

When notified we will contact the Contractor who will endeavour to respond to the Owner's notice of defects within six (6) hours for emergency defects, twenty four (24) hours for urgent defects and five (5) days for routine defects.

Please note that the Contractor, their employees and their sub-contractors should at all-time carry clearly displayed identification when attending to defects.

ABORTIVE CALL-OUTS

Having made an appointment with the Owner to rectify a reported defect, should the Contractor attend site to rectify such defect and such defect subsequently proves not to be a defect under the terms listed below then the Contractor shall inform the Owner immediately stating the time, date and reason for the abortive call-outs charge.

UNABLE TO GAIN ACCESS

In the event that the Contractor is unable to gain access to your property (through no fault of the Contractor) the Contractor shall make a second appointment with you to make further access arrangements to carry out the required works.

If having tried twice to gain access, the Contractor has been unable to gain access to your property then the Contractor shall be deemed to have fulfilled its obligations in respect of the defect.

DEFECT DEFINED

Defects that are reported to Thornsett fall into four categories:

Category 1 – to be remedied within 24 hours of notification

Category 2- to be remedied within 5 Working Days of notification

Category 3- to be remedied within 20 Working Days of notification

Category 4- the repair can be left until the end of the Defects Liability Period (after 12 months of occupation)

Category 1 defects comprise the following:-

- Total loss of electrical power in respect of your home
- Unsafe power lighting sockets electrical fittings and installations heating or cooking appliances
- Substantial/total loss of water
- Loss of gas supply (whether total or partial)
- Blocked flues
- Loss of space heating (September to March only) or water heating (in each case whether total or partial)
- Blocked or leaking foul drain soil stack or toilet pan
- Toilet not flushing
- Mains water gas or electricity supplies cannot be turned off at the relevant tap stop-cock or switch
- Burst heating pipe tank or cistern
- Leaking roof
- External window door or locks not secure

Category 2 defects comprise the following (insofar as not within Category 1):-

- Faulty heating system
- Electrical faults
- Dangerous structures or installations
- Faulty external doors/ironmongery

Category 3 defects comprise the following (insofar as not within Category 2):-

- Easing of doors and windows
- Faulty fitted units
- Faulty internal doors/ironmongery

FINAL INSPECTION & SIGN OFF

Upon the Contractor making good the defects and notifying you as the Owner of such fact, the Owner shall (subject to the defects having been made good to the Owner's reasonable satisfaction) sign off the defects inspection sheet without delay.

On rectifying a defect for an Owner the Contractor shall confirm in writing to the Owner that the relevant work has been carried out and where reasonably possible obtain written confirmation (or a signature) from the Owner confirming that the work has been completed to their satisfaction.

WHAT IS NOT COVERED IN THE DEFECT LIABILITY

Light bulbs should be changed by the Owner and are not classed as a defect in relation to the 12 month defect liability period. If a defect concerns a home appliance, you will need to contact the relevant manufacturer to arrange for an engineer to attend at a time that suits you. We strongly advise that you complete and return any warranty documents to the manufacturer/supplier to ensure that your guarantee is validated for appliances. You can do this online or complete the warranty cards which are included in the appliance pack.

FAILURE TO RETURN ANY WARRANTY DOCUMENTS COULD INVALIDATE YOUR WARRANTY.

1.3 COMMUNAL AREA ENERGENCIES & REPAIRS

The Managing Agent, London Residential Management Ltd (LRM) is responsible for matters relating to the building's communal areas, for example:

- Building & Entry Systems
- Communal Insurance
- Lighting
- Roof Leaks or Flooding
- Access to the development
- Maintenance of communal equipment
- Communal cleaning

WEATHER DAMAGE

Damage to your home caused by storms or extreme weather conditions is not covered by the warranty and shall remain the homeowner's responsibility. You should contact LRM immediately when such damage occurs.

ACCIDENTAL DAMAGE

Damage caused by accidental or improper use will not be covered by the warranty. This will remain the homeowner's responsibility.

WHO TO CONTACT

London Residential Management Ltd
9a Macklin Street
London
WC2B 5NE
🖷 020 7438 1081
☎ 020 7438 1080
🖰 www.l-r-m.co.uk

Office hours – 9.30 -17.30

Out of office – Residents are encouraged to contact the office, where the answer phone will provide the out of hour's emergency number. Procedures for various other issues i.e. life breakdown/fire will be placed on notice boards in the development.

EMERGENCY OUT OF HOURS

ADUIVO 0845 260 1082

1.4 POSTAL ADDRESS & DELIVERIES

The apartments have the following postal addresses.

Your Apartment Number (e.g. Apartment 301)

4 Holman Road

Battersea

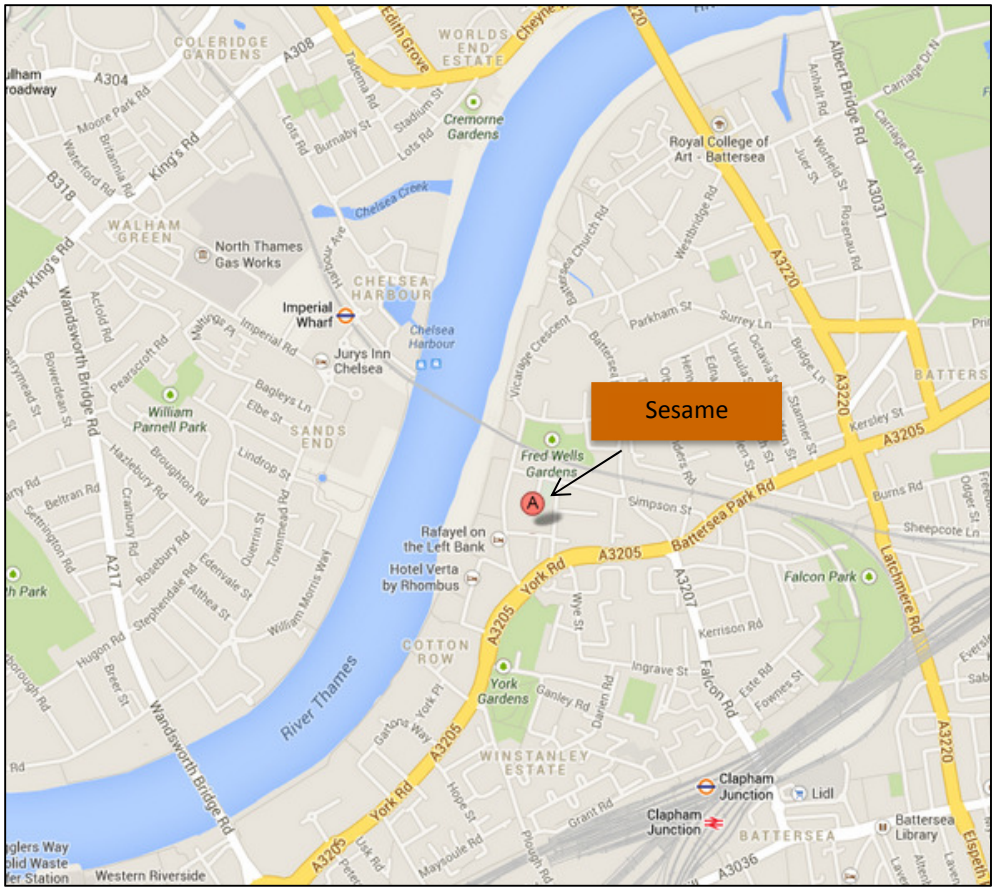
London

SW11 3PG

POSTAL DELIVERIES & POST BOXES

Post will be delivered to the individual post boxes located in the ground floor communal lobby. The postman has been provided with a fob into the lobby only.

LOCATION MAP



1.5 USEFUL CONTACTS

DEVELOPER
Thornsett Residential Limited
34 Margery Street
London
WC1X 0JJ
☎ 020 7843 9500
🖷 020 7843 9501
✉ cs@thornsettgroup.co.uk
www.thornsettgroup.com

MANAGING AGENTS
London Residential Management Ltd
9a Macklin Street
London
WC2B 5NE
☎ 020 7438 1080
www.l-r-m.co.uk

LOCAL AUTHORITY
Wandsworth Council,
The Town Hall
Wandsworth High Street
London
SW18 2PU
☎ 020 8871 6000
www.wandsworth.gov.uk
✉ information@wandsworth.gov.uk

COUNCIL TAX
☎ 020 8871 8081
www.wandsworth.gov.uk/counciltax
✉ counciltax@wandsworth.gov.uk

UTILITIES & SERVICES

ELECTRICITY
E.ON Energy
PO Box 7750
Nottingham
NG1 6WR
☎ 0333 202 4608
www.eonenergy.com

WATER
Thames Water
☎ 0845 9200 888
✉ www.thameswater.co.uk

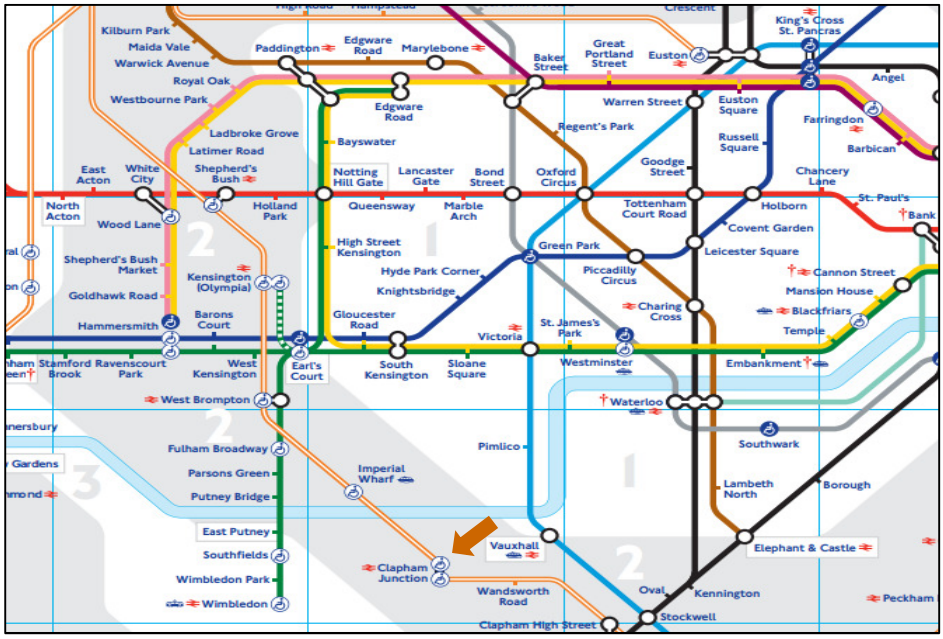
BRITISH TELECOM
☎ 0800 800 150
www.bt.com

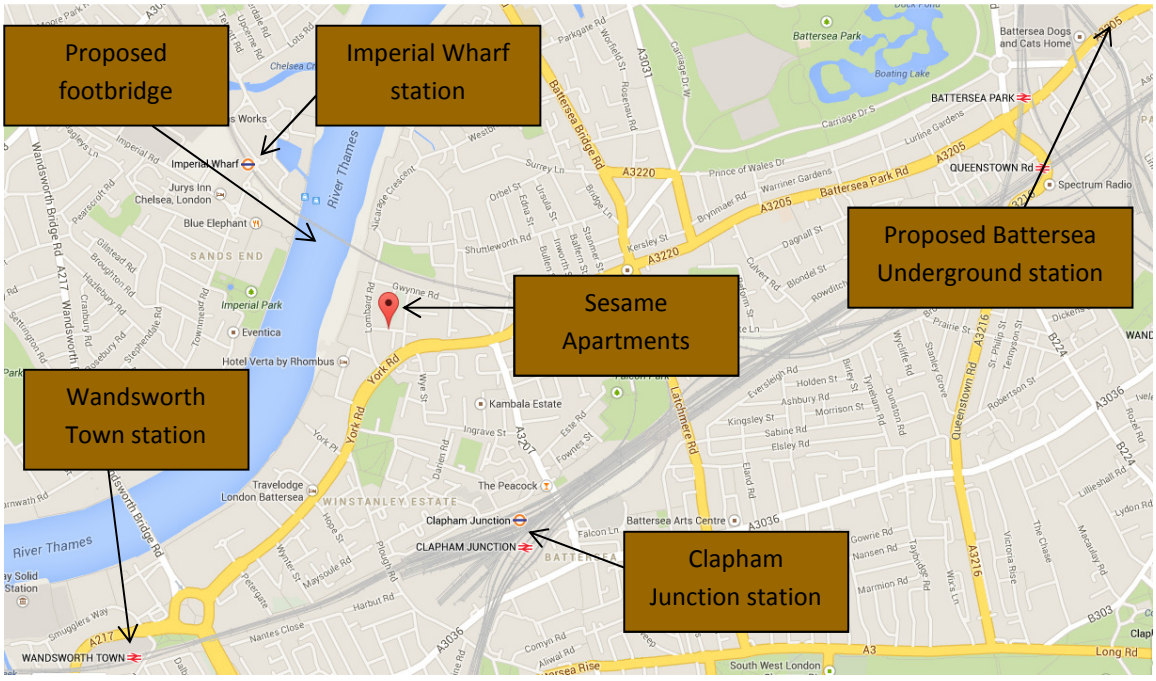
SKY TV
☎ 08442 411 665
www.sky.com

TV LICENSING
☎ 0870 241 6468
www.tvlicensing.co.uk

1.6 GETTING AROUND

The nearest station to the development is Clapham Junction, serving some of London's major terminals, including Waterloo, Victoria and London Bridge. The development is also close to the proposed Jubilee footbridge, which will provide access to Chelsea Harbour and Imperial Wharf, and with a new Battersea Northern Line Station.





At the time of printing, Oyster is the cheapest way to pay for single journeys on bus, tube, tram, DLR and London Overground services. It can store up to £90 of credit which can be used for 'pay as you go' travel. You can also load your 7 day, monthly and annual travel card onto your Oyster card. The Oyster card is reusable. You can manage your card online

BARCLAYS CYCLE HIRE

The nearest Barclays Cycle Hire docking stations near Battersea London SW11 3PG are on Grant Road and Falcon Road near the Clapham Junction.

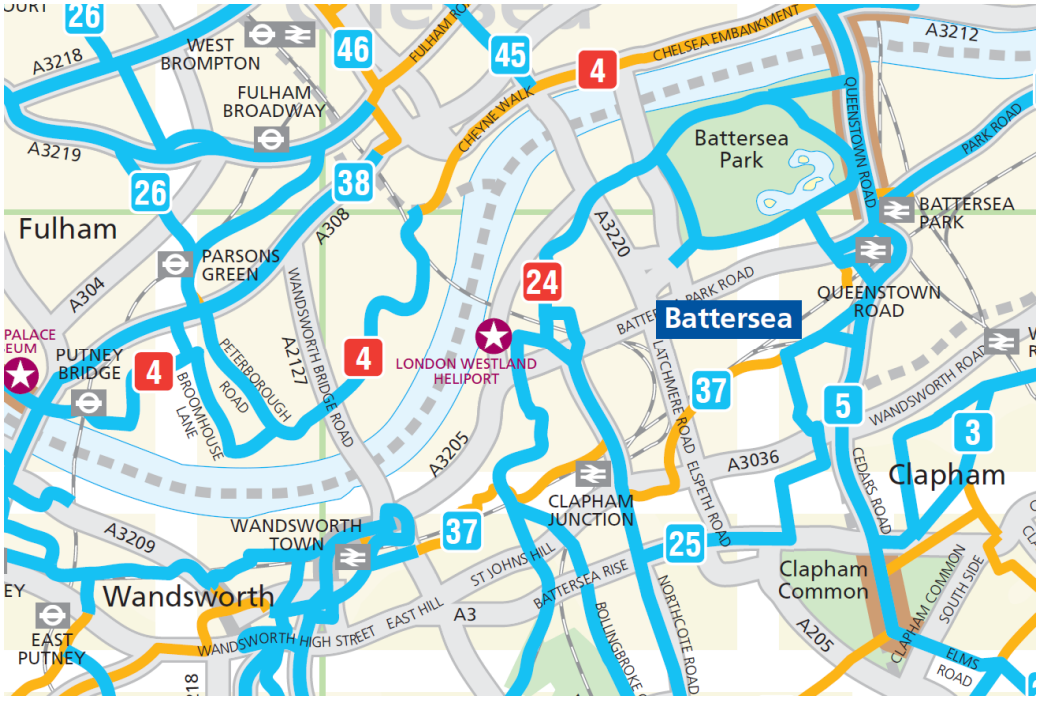
Take a cycle, ride it where you like, then return it, ready for the next person.

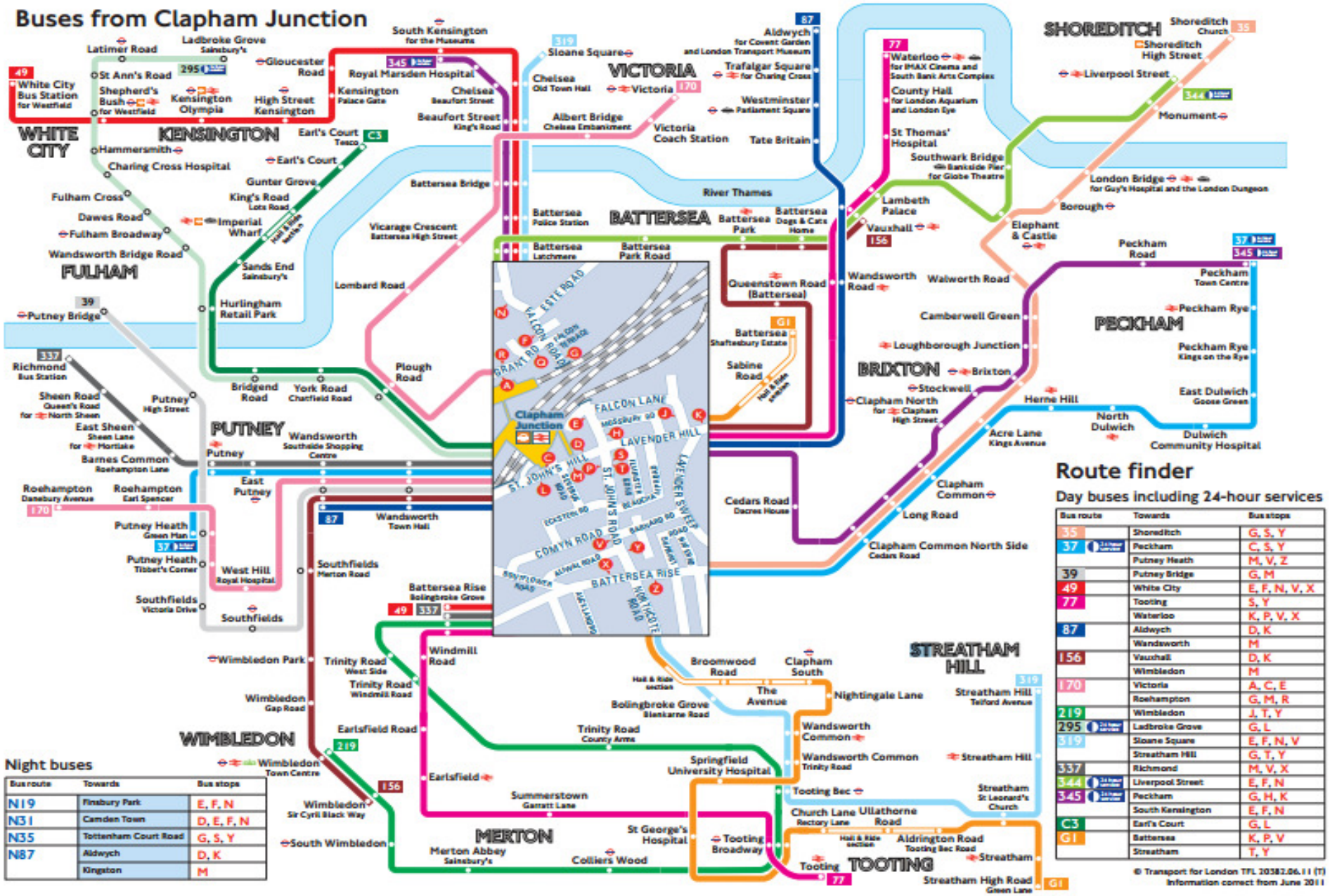
Available 24 hours a day, all year round. It's self-service and there's no booking. Just turn up and go. Costs are the same whether you're a Member or not, though Members can buy the most cost-effective (annual) access.

You pay for the right to hire a cycle (access fee) and for the amount of time you've got it (usage charge).

For more information visit - www.tfl.gov.uk/roadusers/cycling/14808.aspx

LONDON CYCLE NETWORK ROUTE MAP




Buses from Clapham Junction
Latimer Road
Ladbroke Grove
Gloucester Road
St Ann's Road
White City Bus Station for Westfield
Shepherd's Bush for Westfield
Kensington Olympia
High Street Kensington
South Kensington for the Museums
Royal Marsden Hospital
Kensington Palace Gate
Chelsea Beaufort Street
Beaufort Street King's Road
WHITE CITY
KENSINGTON
Earl's Court
Earl's Court Tesco
Hammersmith
Charing Cross Hospital
Gunter Grove
King's Road Lots Road
Fulham Cross
Dawes Road
Fulham Broadway
Wandsworth Bridge Road
Imperial Wharf
Sands End Sainsbury's
FULHAM
Hurlingham Retail Park
Putney Bridge
Richmond Bus Station
Sheen Road Queen's Road for North Sheen
East Sheen Sheen Lane for Mortlake
Barnes Common Roehampton Lane
Putney High Street
Putney
Wandsworth Southside Shopping Centre
PUTNEY
Roehampton Danebury Avenue
Roehampton Earl Spencer
Putney Heath Green Man
Putney Heath Tibbet's Corner
West Hill Royal Hospital
Southfields Victoria Drive
Southfields
East Putney
Bridgend Road
York Road Chatfield Road
Plough Road
Lombard Road
Battersea Bridge
Vicarage Crescent Battersea High Street
Sloane Square
Chelsea Old Town Hall
VICTORIA
Victoria
Albert Bridge Chelsea Embankment
Victoria Coach Station
Aldwych for Covent Garden and London Transport Museum
Trafalgar Square for Charing Cross
Westminster Parliament Square
Tate Britain
River Thames
Battersea Police Station
BATTERSEA
Battersea Park
Battersea Dogs & Cats Home
Battersea Larchmere
Battersea Park Road
Queenstown Road (Battersea)
Battersea Shaftesbury Estate
Sabine Road
Cedars Road Dacres House
Clapham Junction
FALCON LANE
LAVENDER HILL
ST. JOHN'S HILL
COMYN ROAD
BATTERSEA RISE
Wandsworth Town Hall
Wandsworth Road
Lambeth Palace
Vauxhall
Waterloo for IMAX Cinema and South Bank Arts Complex
County Hall for London Aquarium and London Eye
St Thomas' Hospital
Southwark Bridge Bankside Pier for Globe Theatre
Walworth Road
Camberwell Green
Loughborough Junction
BRIXTON
Brixton
Stockwell
Clapham North for Clapham High Street
Acre Lane Kings Avenue
Clapham Common
Clapham Common North Side
Long Road
SHOREDITCH
Shoreditch Church
Shoreditch High Street
Liverpool Street
Monument
London Bridge for Guy's Hospital and the London Dungeon
Borough
Elephant & Castle
Peckham Road
Peckham Town Centre
Peckham Rye
PECKHAM
Peckham Rye Kings on the Rye
East Dulwich Goose Green
Herne Hill
North Dulwich
Dulwich Community Hospital
Wimbledon Park
Trinity Road West Side
Trinity Road Windmill Road
Wimbledon Gap Road
Earlsfield Road
WIMBLEDON
Wimbledon Town Centre
Wimbledon Sir Cyril Black Way
South Wimbledon
Windmill Road
Battersea Rise Bolingbroke Grove
Southfields Merton Road
Broomwood Road
Clapham South
The Avenue
Nightingale Lane
Bolingbroke Grove Blenkarne Road
Trinity Road County Arms
Wandsworth Common
Wandsworth Common Trinity Road
Springfield University Hospital
Earlsfield
Summerstown Garratt Lane
MERTON
Merton Abbey Sainsbury's
St George's Hospital
Colliers Wood
Tooting Broadway
Tooting Bec
Church Lane Rectory Lane
Ullathorne Road
Aldrington Road Tooting Bec Road
Tooting
TOOTING
STREATHAM HILL
Streatham Hill Telford Avenue
Streatham Hill
Streatham St Leonard's Church
Streatham
Streatham High Road Green Lane
Night buses
Bus route | Towards | Bus stops
N19 | Finsbury Park | E, F, N
N31 | Camden Town | D, E, F, N
N35 | Tottenham Court Road | G, S, Y
N87 | Aldwych | D, K
Kingston | M
Route finder
Day buses including 24-hour services
Bus route | Towards | Bus stops
35 | Shoreditch | G, S, Y
37 | Peckham | C, S, Y
Putney Heath | M, V, Z
39 | Putney Bridge | G, M
49 | White City | E, F, N, V, X
77 | Tooting | S, Y
Waterloo | K, P, V, X
87 | Aldwych | D, K
Wandsworth | M
156 | Vauxhall | D, K
Wimbledon | M
170 | Victoria | A, C, E
Roehampton | G, M, R
219 | Wimbledon | J, T, Y
295 | Ladbroke Grove | G, L
319 | Sloane Square | E, F, N, V
Streatham Hill | G, T, Y
337 | Richmond | M, V, X
344 | Liverpool Street | E, F, N
345 | Peckham | G, H, K
South Kensington | E, F, N
C3 | Earl's Court | G, L
G1 | Battersea | K, P, V
Streatham | T, Y
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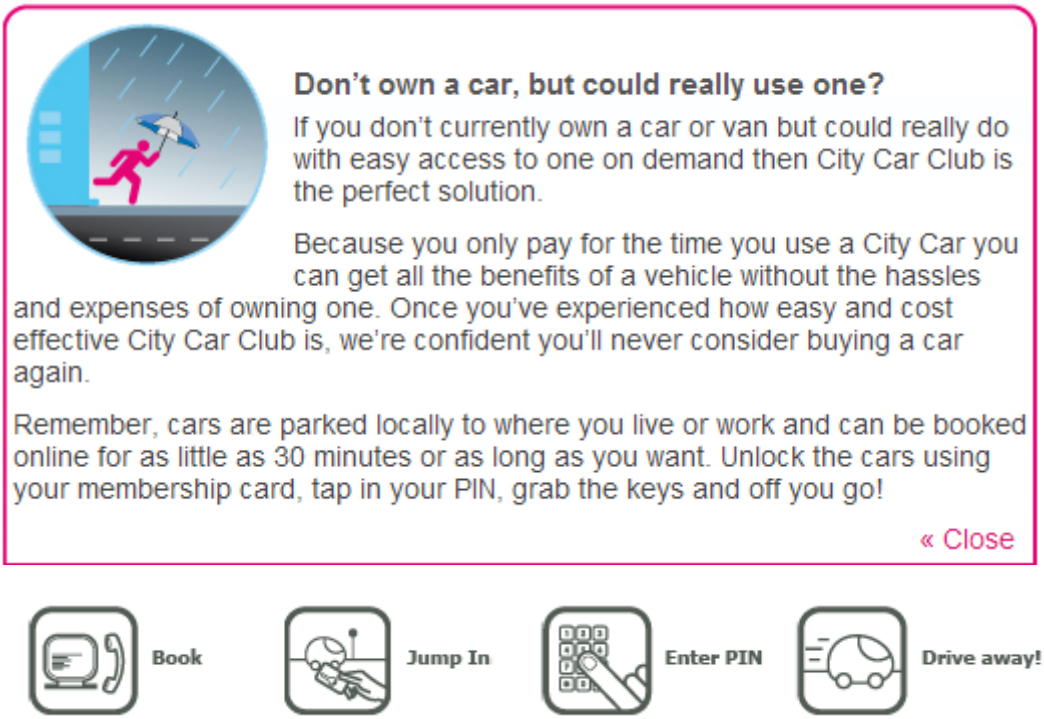
Information correct from June 2011

City Car Club's range of self-service cars and vans are available 24/7 for rent by the hour, day, week or month. Book any car in the fleet online or over the phone and then use your smart enabled membership car. The City cars and vans are parked in their own designated bays and can be booked and can be rented for as little as half an hour from just £4.95 per hour. At the end of the booking, they are returned to the same designated bay they were picked up from, so there is always a parking space waiting for you.


Don't own a car, but could really use one?
If you don't currently own a car or van but could really do with easy access to one on demand then City Car Club is the perfect solution.
Because you only pay for the time you use a City Car you can get all the benefits of a vehicle without the hassles and expenses of owning one. Once you've experienced how easy and cost effective City Car Club is, we're confident you'll never consider buying a car again.
Remember, cars are parked locally to where you live or work and can be booked online for as little as 30 minutes or as long as you want. Unlock the cars using your membership card, tap in your PIN, grab the keys and off you go!
« Close
Book
Jump In
Enter PIN
Drive away!

City Car Club has a large fleet of cars and vans spread in dense networks across an ever-increasing number of UK cities (browse through car locations). With City Car Club you only pay for the time you actually need it, therefore you are not wasting money paying for a vehicle.

For more information visit - www.citycarclub.co.uk

1.7 BICYCLE STORAGE

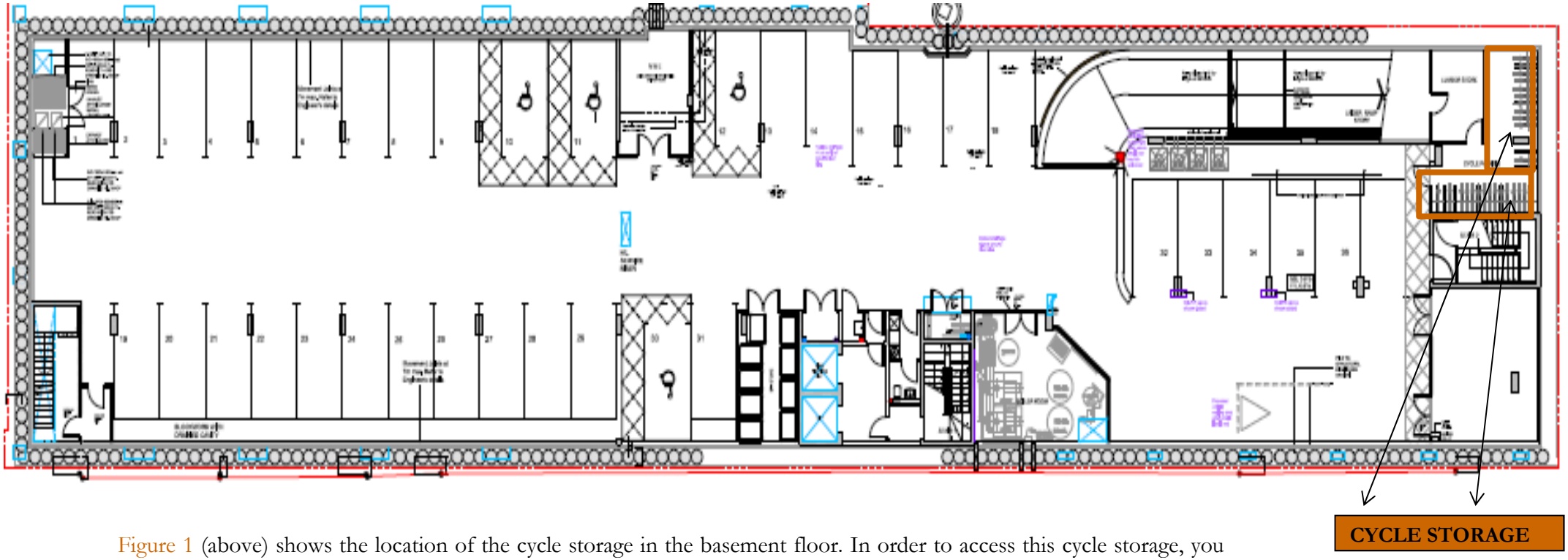


Figure 1 (above) shows the location of the cycle storage in the basement floor. In order to access this cycle storage, you will need to come down the stairs or lift to the basement level and it is located near the second staircase. From the first staircase or lift you will have to turn right and walk towards the second staircase and the cycle storage will be located on the left side of the staircase. There are 60 cycle storages in total (30 cycle storages and 30 car parking spaces together with cycle storages in the spaces).

1.8 LOCAL INFORMATION

BANKING	
Halifax 6 St John's Hill London SW11 1RU 020 7707 8700	**Barclays Bank PLC** 7/11 St John's Hill London SW11 1XB 0845 755 5555
HSBC Bank Plc 238-240 Lavender Hill London SW11 1LH 0845 740 4404	**Natwest Bank** 66-68 St John's Road London SW11 1PB 0845 788 8444
Santander 24-26 St John's Road London SW11 1QQ 0845 765 4321	**Nationwide** 79 St John's Road London SW11 1QZ 0845 266 0264
SHOPPING	
ASDA Clapham Junction 204 Lavender Hill London SW11 1JG 020 72223 0101	**Waitrose** 66-67, Southside Shopping Centre Wandsworth High St, London SW18 4TG 020 8870 4933
Marks and Spencer 45-49 St John's Road London SW11 1QP 020 7228 2545	**Halfords** 59 Lombard Rd London SW11 3RX 020 7223 7780
Debenhams 315 Lavender Hill London SW11 1QL 0844 561 6161	
ENTERTAINMENT	
Theatre 503 503 Battersea Park Road London SW11 3BW 020 7978 7040	**The Clapham Grand** 21-25 St John's Hill London SW11 1TT 020 7223 6523
Battersea Arts Centre Lavender Hill London SW11 5TN +44 020 72232 223	
RESTAURANTS	
The Peacock 148 Falcon Road London SW11 2LW 020 7223 9633	**London House** 7 Battersea Square London SW11 3RA 020 7592 8545

Fish in A Tie 105 Falcon Road London SW11 2PF 020 7924 1913	**Mien Tay** 180 Lavender Hill London SW11 5TQ 020 735- 0721
Banyan on the Thames 34 Lombard Road London SW11 3RF 020 7801 3638	
VARIOUS	
Bridge Post Office 72 Battersea Bridge Road London SW11 3AG 020 7228 8092	
METROPOLITAN POLICE Working together for a safer London	
Lavender Hill Police Station 176 Lavender Hill London SW11 1JX 020 7228 1212	**REMEMBER IN THE CASE OF** **AN EMERGENCY CALL 999** **NON EMERGENCY CALL 112**
NHS	
Lambeth Hospital 108 Landor Road London SW9 9NU 020 3228 6000	**Chelsea and Westminster Hospital** 369 Fulham Road London SW10 9NH 020 8746 8000
Transport for London www.tfl.gov.uk 0843 222 1234	city car club www.citycarclub.co.uk 0845 330 1234
BARCLAYS CYCLE HIRE www.tfl.gov.uk/roadusers/cycling/14808.aspx 0845 026 3630	

CHAPTER 2

LOOKING AFTER YOUR HOME

2 LOOKING AFTER YOUR HOME

2.1 CARE & MAINTENANCE GUIDANCE

GUIDANCE

Residents should contact the Managing Agent for guidance, in the event that they have queries concerning repair or maintenance issues.

The apartment conforms to current Building Regulations, intended to ensure residents benefit from prescribed construction standards, including essential health and safety features.

To protect the integrity of the property, appliances, systems and services, residents should:

- Observe the guidance provided in this manual and the various manufacturers' appliance manuals-separately provided
- Not undertake structural or electrical alteration to an apartment without the prior written approval of the management company to conform with:
    - The covenants contained in the lease, see Chapter 6.
    - The latest regulations relating to procedures for carrying out electrical works, see Chapter 2.5.

2.2 RUNNING IN

Running in a new home requires attention to detail and awareness of heat and ventilation control, to allow the expansion and contraction of natural materials to take place.

The following details and guidance are provided for the successful 'running in' of your new home.

CONDENSATION–WHAT IS IT?

There is always some moisture in the air, even if you cannot see it. If the air gets too cold it cannot hold all the moisture and tiny drops of water appear. This is called condensation. You notice condensation on a cold day when you breathe out warm, moisture-laden air, or when the mirror mists over when you have a bath.

Condensation occurs in cold weather, whether it is raining or dry. It appears on cold surfaces and in places where there is little air movement. You should look for it in corners, near windows and in or behind wardrobes and cupboards. Condensation often forms on north facing walls which are not warmed by the sun.

If you do not take steps to reduce condensation it can lead to some of the common problems associated with damp, such as mould on walls and furniture. Damp housing encourages the growth of mould and mites and can increase the risk of respiratory illness.

REDUCING CONDENSATION

The following information has been included to give advice regarding the control of condensation.

- Never use portable gas or paraffin heaters - one litre of burnt paraffin produces approximately one litre of water vapour
- Where ever possible cook with lids on saucepans
- Make sure all your extract fans are operating correctly
- In very cold weather keep the heating on all the time (intermittent heating causes condensation to form on surfaces as they cool)
- In cold weather if you are out all day keep the heating on at a low setting
- If using a tumble dryer ensure it is vented outside unless it is a condensing dryer
- Home Owners should avoid covering radiators with clothes so that the system operates as efficiently as possible.

If condensation does occur then the following procedures should be followed:

- Heat the room
- Open a window
- Open the room door
- Avoid placing large items of furniture against the external walls as pockets of trapped air can lead to serious surface condensation and mould growth forming on both the wall and furniture.

Remember that it is cheaper to reduce the production of water vapour than it is to compensate for it by turning up the heating.

NEED FOR VENTILATION & TEMPERATURE CONTROL

The presence of water in construction materials means that it is essential to allow the property to dry out as naturally as possible. Natural materials used in the construction of your new home will expand and contract due to the changes in temperature and moisture content of the air.

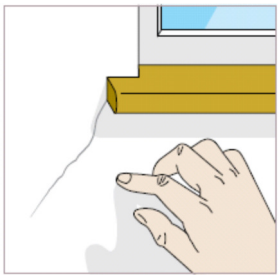
Make every effort to keep an 'even' temperature. The recommended room setting is 20°C (68 °F), which should provide adequate heating. Extremes of cold and heat can lead to movement and cracking of finishes.

Adequate ventilation is important for allowing the drying process to take place. The primary ventilation method is the windows which have manually operated trickle vents located at the top. The bathrooms and kitchen area have a secondary measure in the form of a mechanically operated fan.

To aid ventilation, it is recommended that windows are opened to allow a through-flow of air to all rooms as and when the weather allows.

MOVEMENT & SHRINKAGE

As the drying out process occurs, the building materials will shrink, which may cause small cracks to appear. Some cracks may re-occur to a reduced extent. Such minor cracks are inevitable but are not classified as defects and Thornsett is not obliged to rectify them. Trade emulsion which is a breathable product, has been used to allow walls and ceilings to initially dry out before redecoration.



The drying out period should take approximately three to six months. Minor shrinkage cracks should be left for this period and then filled with a DIY product such as pollyfilla or a flexible decorator's caulk.

DAMAGE TO DECORATIONS

Thornsett cannot be held responsible for damage to additional decorations, which have been applied too soon.

If carrying out any works in your home we recommend considering the use of low VOC (Volatile Organic Compound) products and the use of certified timber. Using low VOC products will mean a cleaner healthier environment for you and your family.

SUMMARY

WHAT IS THE OPTIMUM TEMPERATURE SETTING?

The recommended room setting is 20°C (68 °F).

IS IT NORMAL TO SEE CRACKS IN WALLS?

Yes. It is perfectly normal to see small cracks as the building materials shrink in the normal course of drying out.

ARE THESE STRUCTURAL DEFECTS?

These small cracks are not structural defects and can be filled and covered in the normal course of redecoration.

WHEN CAN I START REDECORATING?

After one year.

WHO DO I CONTACT IF I HAVE DOUBTS OR QUERIES CONCERNING REPAIR OR MAINTENANCE ISSUES?

Residents should contact the Managing Agent for guidance.

The apartment conforms to current Building Regulations, intended to ensure residents benefit from prescribed construction standards, including essential health and safety features. To protect the integrity of the property, appliances, systems and services, residents should observe the guidance provided in this manual and the various manufacturers appliance manuals – separately provided.

2.3 MAINTENANCE

SERVICE AND MAINTENANCE CHECKLIST

The list below suggests items which should be considered for regular servicing, maintenance or testing in accordance with the manufacturers' or installers recommendations.

Water heating System	Carry out annual system checks. Take out a maintenance agreement with a reputable company (LRM).
Floor Covering	Clean all surfaces
Windows & Balcony Doors	Clean frames, glazing and lubricate hinges and mechanical parts
Apartment Doors	Lubricate hinges and locks and service door closures
Cooker Extractor Fan	Clean and/or replace filter

Note

Scope of Checklist

This list is not exhaustive and should not be considered to be, or relied upon as the only list of tasks to be arranged.

Service, Maintenance or testing frequency

Refer to manufacturer's literature where available for specific guidance on the frequency of cleaning, servicing, maintenance and testing. But generally speaking all windows, doors, worktops, kitchens and bathrooms are to be washed with a non-abrasive damp cloth and warm water.

2.4 PROLONGED ABSENCES

WHO SHOULD I ADVISE OF ANY PROLONGED PERIODS OF ABSENCE?

Advice dates of absence and contact details to the managing agent in case of an emergency.

WHAT TO DO - WHAT NOT TO DO - WHAT TO LEAVE ALONE

When leaving the property for extended periods e.g. exceeding two weeks, it is recommended that the following matters should be considered for health and safety and practical reasons:

SUPPLY TYPE	LEAVE ON OR OFF	WHY?	LOCATION OF SUPPLY
Electricity	ON	To maintain: ▪ Kitchen appliances i.e. refrigerator ▪ Room heating at a minimum temperature ▪ Smoke and heat detector units	Consumer Unit
Water	Can be turned off	To minimise build-up of mineral deposits and bacteria in stagnant water.	The isolator valve is located in the hallway cupboard and is labelled.

SCOPE OF ACTIVITIES

The list is not exhaustive and should not be considered to be, or relied upon, as the only list of tasks or events to be arranged.

2.5 ELECTRICAL SAFTEY

SAFETY IN THE HOUSE

Prior to contemplating or undertaking any changes to the electrical installations within the apartment, you need to be aware that for your health and safety there are restriction upon what you may and may not do as prescribed by:

- Covenants contained in the lease, see chapter 6.
- Government legislation.

Consequently, you are recommended to consult the Managing Agent for further guidance prior to undertaking any changes or alterations to the apartment electrical installation.

GOVERNMENT LEGISLATION

New building regulations aimed at curbing the number of deaths, injuries and house fires caused by faulty electrical installation, came into force on 1st January 2005.

The new rules affect anyone considering electrical work in the home including DIY enthusiasts. Failure to comply could lead to householders being required to bring the work up to standards and may make it difficult to sell their homes.

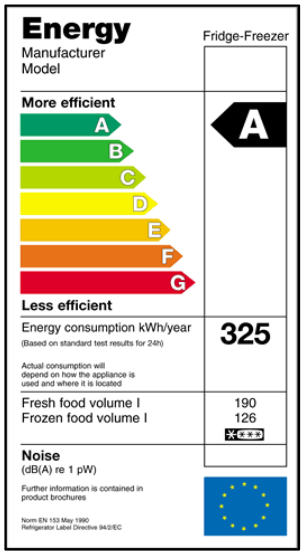
Minor jobs like replacing sockets and light switches in low risk areas will not be affected. However, anyone thinking of carrying out jobs including electrical work in the kitchen, bathrooms or outdoors or adding new circuits to any part of their house will have to get Building Control involved. The alternative is to get the work carried out by a suitably qualified electrician.

The key question for householders is who will be carrying out the work. If it is themselves, a friend or relative then they will have to notify the local authority building control department unless only minor work is involved. An alternative is to empty someone who is registered with a 'competent person scheme'.

The office of the Deputy Prime Minster leaflet 'New rules for electrical safety in the home' explains the options and how to identify a 'competent person' in your area in a clear and easy to read style. You can review it on-line at the ODPM website and hard copies will be available from local authorities and competent person scheme operators.

www.odpm.gov.uk

2.6 ENERGY EFFICIENCY



Example of an appliance energy label

EU Directive 92/75/EC [1] established an energy consumption labelling scheme. The directive was implemented by several other directives thus most white goods, light bulb packaging and cars must have an EU Energy Label clearly displayed when offered for sale or rent. The energy efficiency of the appliance is rated in terms of a set of energy efficiency classes from A to G on the label, A being the most energy efficient, G the least efficient. The labels also give other useful information to the customer as they choose between various models.

When buying a new appliance, it is recommended that you find out the energy efficiency of the model you want to buy. Please refer to the 'EU labelling scheme. We recommend purchasing A rated equipment. Energy saving appliances use less energy, less water, and therefore save you money as well as being better for the environment.

LABELLING

The energy labels are separated into at least four categories:

- The appliance's details: according to each appliance, specific details, of the model and its materials
- Energy class: a colour code associated to a letter (from A to G) that gives an idea of the appliance's electrical consumption
- Consumption, efficiency, capacity, etc. This section gives information according to appliance type
- Noise: the noise emitted by the appliance is described in decibel

RENEWABLE ENERGY

The heating and hot water system in the flat is designed to be fuelled from the central plant room. The central plant room is fired by three Low NOx, condensing high efficiency gas boilers.

SUSTAINABILITY

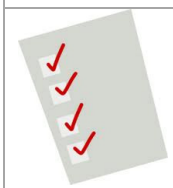
One key aspect of sustainability is embracing renewable energy and the development benefits from photovoltaic panels on the roof. To be sustainable apartments must also be energy efficient and therefore minimise their impact on the environment. The apartment is built to a high standard of insulation and is pressure tested to minimise air leaking into the apartment. Lighting to public areas is controlled by movement sensors. The materials used in constructing the development were carefully selected from the Green Guide to minimise the impact on the environment. All roofs on the development are "green roofs". These enhance the biodiversity of ecological life in and around the development. The installation of the green roof also provides a Sustainable Drainage System. In times of heavy rainfall the green roof will absorb a large proportion of the rainfall and delay flow entering the public system at a time when the public system is at maximum capacity.

WATER

- Turn off taps while cleaning your teeth, shaving or washing your face. You can waste up to 9 litres a minute by just letting the water pour down the sink.
- Take a short shower rather than a bath could save you up to 400 litres a week. If you do have baths, just half fill them.
- Fix any dripping tap, you can waste 90 litres a week which will cost a lot more than what might just be the price of a new washer.
- Do not overfill the kettle when making a cup of tea. Only fill and boil what you need, this will save you money on your energy costs too.
- Only use the washing machine and the dishwasher when you can put on a full load. It wastes both water and energy to run only a half full machine.
- Think before throwing used water down the drain, e.g. water in a pan after cooking, this could be reused for watering plants around the house when cooled down

2.7 ENERGY SAVING

TIPS ON SAVING ENEGRY

	Turn your thermostat down. Reducing your room temperature by 1°C could cut your heating bills by up to 10% and can typically save up to £40 per year. If you have a programmer, set your heating and hot water to come on only when required rather than all the time.
	Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
	Always turn off the lights when you leave a room.
	Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
	If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
	Only boil as much water as you need (but remember to cover the elements if you're using an electric kettle).
	A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!.
	Use energy saving light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £45 over the lifetime of the bulb. This saving could be around £70 over its lifetime if you're replacing a high wattage incandescent bulb, or one used for more than a few hours a day.
	Do a home energy check. Just answer some simple questions about your home and EST will give you a free, impartial report telling you how you can save up to £250 a year on your household energy bills.

CHAPTER 3

APARTMENT

FIXTURES & FITTINGS

3 APARTMENT FIXTURES & FITTING

3.1 LIGHTING & BULB MAINTENANCE

Generally, spotlights with transformers are fitted in the kitchen, bathroom, en-suite bathroom, living room and bedrooms. There is low voltage down lights under the kitchen cabinets. **Please note penthouse only.** It is recommended not to fit in or have high voltage up ward lights on your terrace due to the helipad close by.

FITTING	DESCRIPTION	LOCATION	MAINTENANCE
	ORLIGHT TDXTEGU10CW5D/W - Dimmable LED 5w lamps ORLIGHT TDEPGU10WW5 – Non Dimmable LED 5w lamps.	Bedroom, Living Room, Kitchen, Bathroom Hallway	The twist and lock mechanism allows for simple lamp change. Simply rotate the inner ring in an anti-clockwise direction thereby releasing the ring within which the lamp sits. The lamp can subsequent be easily replaced.
	NVC Portland Round bulkhead White Bezel / Opal Diffuser	Hallway Cupboards	This 2D fixture includes integrated High Frequency control gear as well as opal diffuser.
	Sycamore Lighting – Flexible LED Strip Kit SY7336A/WW.NW or CW	Under Mount Lighting Kitchen units	Please not this fitting has non replaceable parts. It is strongly recommended that this unit is installed by a qualified electrician in accordance with the IEE wiring regulations and building regulations.
	King Shield LEDPIR / LEDSLC1 LED Strip light	Wardrobes	The LED lights within the strip light have a live expectancy of 25,000 hours. There are no serviceable parts

	King Shield LEDPIR LED Strip light - PIR	Wardrobes	A unique PIR that is specially designed for the King Shield LEDSLC1 LED Strip light
	ORLIGHT ORLBH16 WH	Balcony lights	This series of 2D fixtures features and IP54 rated construction with a textured white finishing. The product includes integrated High Frequency control gear as well as opal Polycarbonate diffuser.

3.2 WINDOWS AND GLAZING

1

2

3

4

5

Your home is fitted with tilt turn windows. A quarter turn ot the handle opens the top slightly for secure ventilation, while a half-turn will allow the window to swing inward on side hinges so you can easily clean the outside surface. Tilt turn windows are made from strong, durable UPVC; simply wipe the frames clean with a damp cloth.

Picture 1: shows the window handle pointing downwards in the closed and locked position.

Picture 2: shows the handle in the open in the horizontal position. This enables the window to be tilted open slightly from the top, with the hinge engaged at the bottom of the window. The window opening is restricted.

Picture 3: shows the window in the open-tilt position.

Picture 4: shows the window handle pointing upwards in the vertical position which enables the window to be fully opened on the side hinges to enable cleaning of the outside of the window. You must continue to hold the handle in this position whilst opening the window/balcony door. The window lock key needs to be inserted into the lock in order to turn the handle from the quarter position (as shown in picture 2) into the vertical position.

Picture 5: shows the window in the fully open position.

For your health, safety and security DO NOT LEAVE OPENED WINDOWS UNATTENDED

FOR YOUR SAFETY

Never leave your windows unattended and open.

CARE & MAINTENANCE

It is recommended that cleaning should be carried out AT LEAST every three months. Window frames should be cleaned using a damp cloth and warm soapy water only.

Steel wool, strong acids, alkalis and abrasive cleaners should never be used.

Periodically, the glazing and framework should be checked for damage and deterioration especially mastics and sealants. Generally a silicone-based seal is used which should not be painted.

The hinges and tracking should be cleaned regularly to avoid a build-up of sediment. Slight lubrication should be carried out when necessary with an acid free oil. When painting in and around windows, care should be taken to ensure that no paint covers the weather strip or the hardware.

RESPONSIBILITY FOR WINDOW CLEANING

Cleaning windows (internally and externally) within the apartment is the resident's responsibility and as per the Lease, should be carried out no less than every three months. Most of your windows open fully to enable access for cleaning.

Where applicable the managing agent will arrange for the external windows and those windows in communal areas to be cleaned periodically.

WINDOW OPERATIONAL PROBLEMS OR BREAKAGES

In the event of any problems, consult with the managing agent.

GUARANTEE

The guarantee for the windows is covered under the Premier Guarantee New Homes Warranty for 10 years.

MANUFACTURER

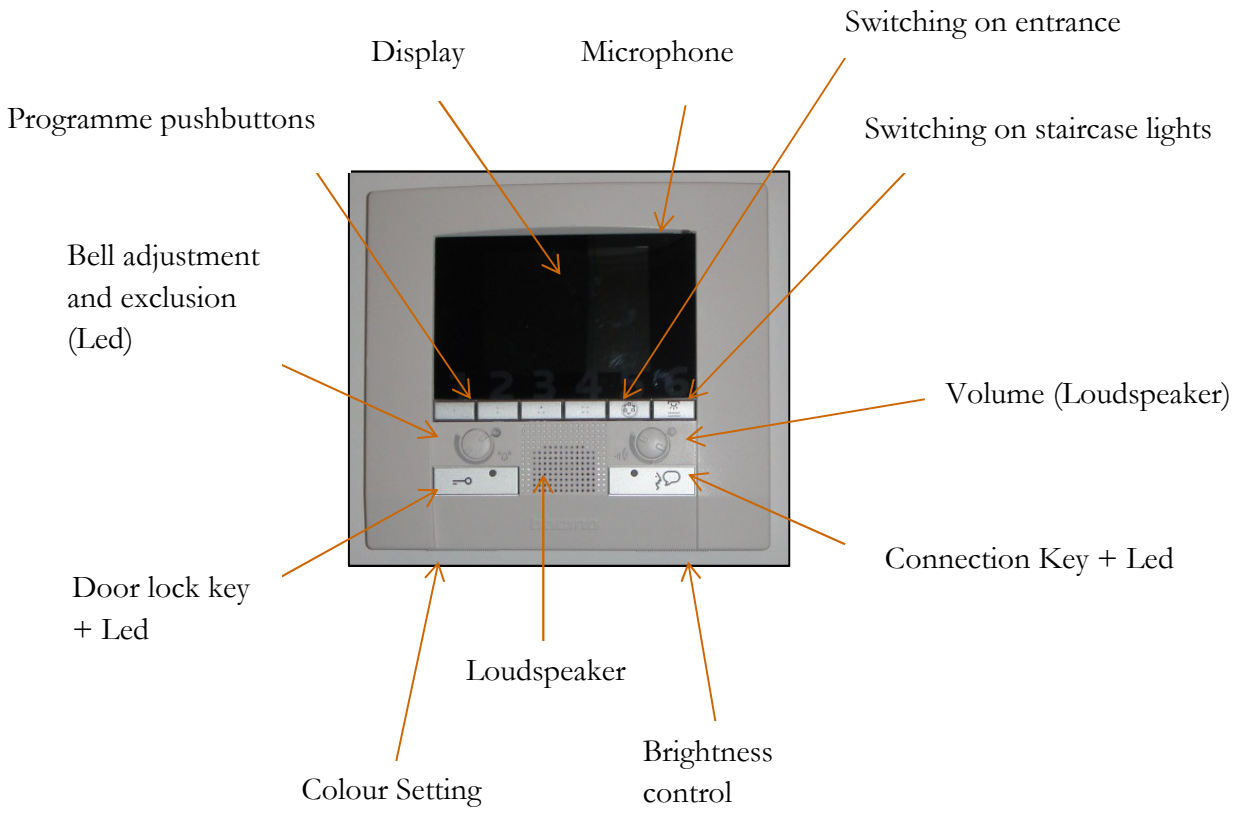
Munster Joinery
Lacka Cross, Ballydesmond
Mallow, Co.Cork
☏ 064 7751151
🖷 064 7751312
✉ info@munsterjoinery.ie
www.munsterjoinery.co.uk

Denval Co Limited
Guardian house
Capital Business Park
Wentloog
CF3 2PZ
☏ 02920 360576
www.denval.co.uk
✉ enquires@denval.co.uk

3.3 INTERCOM

The Polyx is a surface mounted two wire hands free video monitor with a colour LCD display. Its keys are programmed for the following functions: entrance panel activation, door lock release, staircase lighting. It also comes with four additional programmable buttons. A wall bracket is supplied and audio and visual signals mean that the unit can be operated by the hearing and sight impaired.

A visitor should dial your apartment number, this will call you and you will be able to hear and see the caller on the receiver located in the hallway of each individual apartment (picture 1).



3.4 KITCHEN UNITS & APPLIANCES

APPLIANCES

Residents **MUST** fill in and return all guarantees/registration cards in order to activate warranties. These cards can be found in the kitchen appliance pack. Alternatively you can go online and register the appliances at www.siemens-home.co.uk (Penthouse) and www.bosch.co.uk (Apartments).

PRIVATE APARTMENTS

APPLIANCE	MANUFACTURER	MODEL
Dishwasher	BOSCH	SMV40T10GB
Telescopic Hood	ELECTROLUX	EFP60310G
50/50 Fridge Freezer	BOSCH	KIV32X22GB
Ceramic Hob	BOSCH	PKE611C17E
Microwave Oven	BOSCH	HMT85ML53B
Single Oven	BOSCH	HBN331E2B
Washer Dryer	BOSCH	WKD28350GB
Waste Disposal With Air switch	INSINKERATOR	45AS
Wine Cooler – Apt 401 & 406	CDA	FWC602SS

PENTHOUSE

APPLIANCE	MANUFACTURER	MODEL
Dishwasher	SIEMENS	SN65E001GB
Telescopic Hood	ELECTROLUX	EFP60310G
50/50 Fridge Freezer	SIEMENS	KI32VA50GB
Ceramic Hob	SIEMENS	ET651HE17E
Microwave	SIEMENS	HF25M5L2B
Single Oven	SIEMENS	HB13AB523B
Washer Dryer	SIEMENS	WK14D320GB
Waste Disposal With Air switch	INSINKERATOR	45AS

SERVICE CALLS

Residents are responsible for reporting any issues with their appliances directly to the manufacturer. When reporting a problem with an appliance, you will need to contact Bosch customer care.

Your product's model and serial numbers will allow Bosch and Siemens to identify the exact model of the appliance you have. These numbers can be found printed on a rating plate (shown below) which is located on the appliance. Generally speaking the rating plates usually are located around the inside of the door of the appliance.

Rating Plate

MANUFACTURER

Private Apartments

BOSCH

☎ 0844 892 8979

www.boschhome.co.uk

Penthouse Apartments

SIEMENS

☎ 0844 892 8999

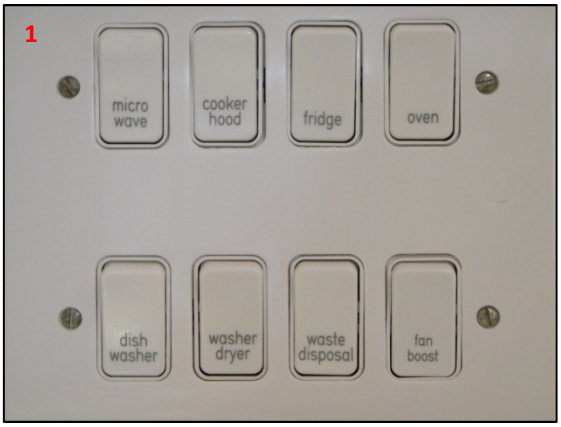
www.siemens-home.co.uk

NOTE:

Complete all appliances Warranty Cards now (fridge, freezer, oven, hob, dishwasher etc.) and follow the instructions for registration.

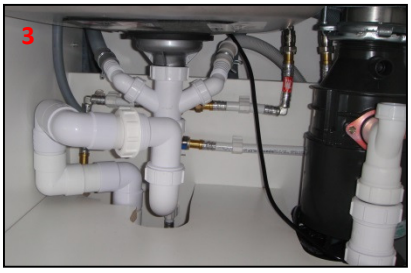
For registration please go online on the above websites and register your appliances.

POWER SUPPLY



Switches are on a multi-gang socket/fused spur switch (picture 1 above) and are labelled for each appliance. These switches control the power supply to each individual appliance. There is a separate switch for the hob (picture 2 above). These switches are located in the cupboard above the microwave.

WASTE DISPOSAL UNIT



Picture 3 above shows the waste disposal unit which is located under the sink. Simply remove the plug strainer and run the cold tap, put the food scraps into your sink and feed them into the plug hole (indicated picture 4 above). Turn on the waste disposer by pressing the air switch button (picture 5) which is installed in the worktop at the corner of the sink and the food waste will be ground down and flushed away via the unit shown in picture 3 quickly and efficiently. Just about any food waste, including meat bones can be dealt with by the waste disposer in seconds. Full instructions are included in this pack.

Maintenance of the Waste Disposal Unit

Residents will be provided with a 'Self Service Wrenchette' (picture below) which provides access to the unit for the purposes of maintenance. This work should only be carried out by a competent person.

Properties are fitted with the following Omega kitchen units, with applied laminate worktops and glass splash backs.

APARTMENTS KITCHEN CHOICES AND COLOUR SCHEDULE

Apt	Base/ Tall Units	Carcass	Handles	Appliances	Worktop	Splash back
201 205 209 311 315 403 406 410 414 503 506 510 514 601 607 611 706	Matt Painted Taupe	Platinum White	J	Bosch	R 6462 CT Antique Messina	Matt Grey Latitude RCLA - 08 Matt with matching grout Mapei Reference 112 Medium Grey

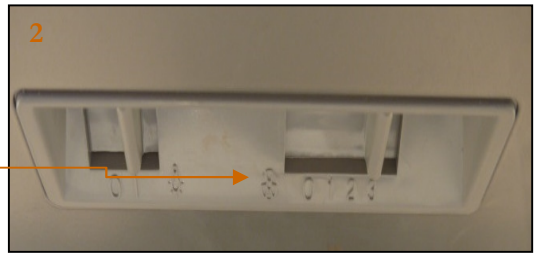
202 206 312 316 402 407 411 416 502 507 511 515 604 608 703 707	Painted Gloss Ivory	Matt Ivory	J	Bosch	R6507 Ms Dune	Matt Beige Latitude RCLA - 01 Matt with matching grout Mapei Reference 130 Jasmine
203 207 301 309 313 317 404 408 412 504 508 512 516 605 609 704 708	Matt Painted Oyster	Platinum White	J	Bosch	R6507 Ms Dune	Matt Light Brown Latitude RCLA-06 Matt with matching grout N&C Reference Nicobond Coffee

204 208 310 314 401 405 409 413 501 505 509 513 517 606 610 705 709	Matt Painted Light Grey	Platinum White	J	Bosch	R4371 FG Dark Mountain Oak	Matt White Latitude RCLA02 Matt with matching grout Mapei Reference 100 White
415	Painted Gloss White	Gloss White	J	Bosch	R6487PF Welsh Slate	Toughened glass painted RAL 7044 Silk Grey

PENTHOUSE KITCHEN CHOICES AND COLOUR SCHEDULE

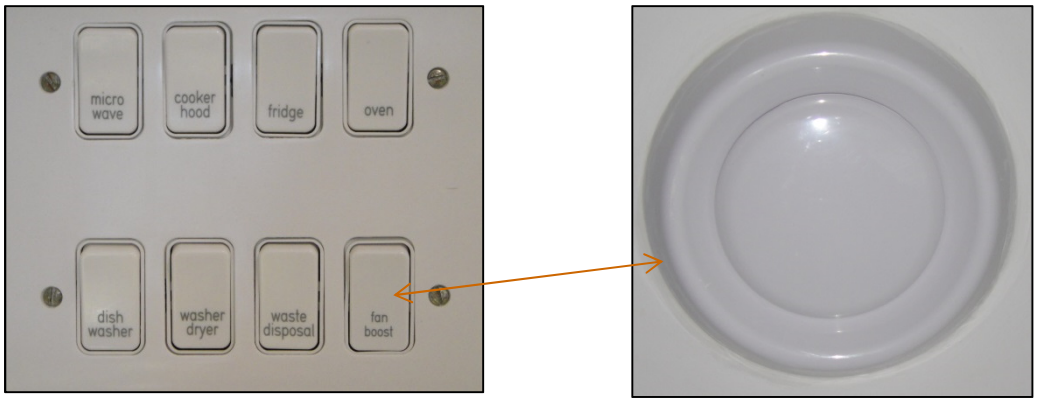
Apt	Base/ Tall Units	Carcass	Handles	Appliances	Worktop	Splash back
602 & 701	Matt Painted Light Grey	Platinum White	J	Siemens	Gris Expo Silestone	Toughened Glass Painted RAL 9007 Grey Aluminium
603 & 702	Painted Gloss White	Gloss White	J	Siemens	Gris Expo Silestone	Toughened Glass Painted RAL 9007 Grey Aluminium

KITCHEN VENTILATION



Cooker Extractor Fan *On/Off Switch*

Each kitchen is fitted with an Electrolux Telescopic Extract cooker extractor fan with three speeds, which discharges cooking aromas. To operate, gently pull out the cooker extractor fan holding the front with 2 hands (picture 1 above). Use on/off buttons located on the right of the extractor (picture 2 above). There is a filter within the unit, which should be changed/cleaned regularly.



Each kitchen is fitted with a Vent-Axia extract system that constantly extracts moist and polluted air from the kitchen. The system has an integral humidity sensor which increases the speed in proportion to the relative humidity levels, saving energy and reducing noise. In order to increase the speed, simply press the "fan boost" switch in the cupboard on the side of the cooker.

Please refer to manufacturer's instructions for further details.

> Note
>
> Extractor Fan
>
> Where there is a mechanical bathroom fan, the kitchen extractor acts as an air extractor and takes away stale air via ducting. Where no mechanical fans exist, the kitchen extractor re-circulates air and contains the usual charcoal filter.

CARE & MAINTENANCE INSTRUCTIONS

Whilst the 'kitchen' ventilation system is maintenance free, the ceiling ventilator grilles should be kept clean and free from dust.

In the event that access is required to the ceiling vents and ventilation unit, the power supply should be turned off at the isolator and a competent engineer called.

MANUFACTURER

Vent-Axia Ltd
Fleming Way
Crawley
West Sussex
RH10 9YX
☏ 08448560580
www.vent-axia.com
✉ servicing@vent-axia.com

CARE & MAINTENANCE- APPLIANCES

General guidance is included below. Please refer to the individual appliance manufacturer's instructions included in this pack.

Neither the Landlord nor the managing agents are responsible for routine servicing.

For the warranties to apply, appliances must be maintained by the property owner in accordance with the manufacturers' recommendations. Warranty documentation for appliances should be completed by the purchaser and registered with the manufacturer in accordance with manufacturers' instructions.

CARE & MAINTENANCE - KITCHEN UNITS

Whilst modern materials and finishes provide good heat and stain resistance, excessive heat from hot saucepans etc should not be permitted to come into contact with any surface. Spillages of any kind should be quickly removed to avoid the possibility of staining and distortion. Materials are sealed for protection, but prolonged exposure to moisture and heat could cause materials to degrade.

CLEANING

For all surfaces, it is important to use only a soft cloth, slightly dampened with water and a mild detergent solution. This will be suitable for the interiors of cabinets, drawer boxes, frontals (in both timber and synthetic materials), work surfaces and decorative in-fills. Following cleaning, a polish with either a soft lint free cloth or window leather will ensure all excess moisture is removed and surfaces are left safe and attractive.

Under no circumstances should any of the following products be used for cleaning your kitchen.

- **SCOURING PADS**

Scourers could scratch and disfigure the surface. Only careful use on the inside of the cabinet, for moving stubborn stains, can be recommended.

- **ABRASIVE CLEANING AGENTS**

These can cause surfaces scratches but also may leave deposits in the grain and texture of the material.

WORKTOPS

PROTECT FROM SCRATCHING

While no harm will be caused by crockery and other kitchen utensils being moved about on the worktop, the surface can be damaged if used as a cutting surface.

PROTECT FROM MOISTURE

It is important to wipe up all spilt liquids, especially around joints and cut outs.

PROTECT FROM STAINS

The decorative laminate surface will resist most household chemicals. However, damage may occur if strong chemical substances such as bleach, curry, beetroot juice, concentrated fruit juice, food colourings and dyes are left in contact with the surface. Spillages of any potentially damaging chemicals should be quickly removed.

PROTECTION FROM HEAT

The laminate surface will resist the temperature of boiling water and hot cooking splashes. However, damage may occur if hot saucepans, oven dishes, and electric irons or burning cigarettes are placed on the worktop surface. To prevent damage, always use heat resistant mats and ashtrays.

CLEANING

A wipe over with a damp cloth is all that is needed for normal day-to-day use. An occasional clean, using a mild detergent and warm water, will help maintain its original appearance.

MANUFACTURERS & SPARES

Omega Kitchens
Omega Boulevard
Capitol Park
Thorne
Doncaster
DN8 STX
☎ 01405743322
✉ www.omegaphic.co.uk

Bosch Kitchen Appliances
☎ 0844 892 8979
✉ www.bosch-home.co.uk

3.5 BATHROOM

Area	Manufacturer/Model	Colour
Basin	Roca, Cala 650x420mm Countertop Basin (1 Tap Hole)	White
Basin Mixer	Roca, Thesis Monoblock Basin Mixer (With Pop Up Waste)	Chrome
Bath/Shower Mixer	Roca, Moai Thermostatic Wall Mounted Built-In Bath/Shower Mixer Valve with Diverter and 2 Outlets	Chrome
Bath Panel	Stonegres from the Artech Range Rectified Artech Perlato- 30x60 cm	Grout Mapei Reference 130 Jasmine
Mirror Cabinet	600 Aluminium, Electric 60 CB6080AL 600x800x120mm	Aluminium / Mirror
Bath Screen	Roca, Axis Frameless Hinged Bath Screen (B1HF) 1000x1500mm (LH, RH)	Tempered glass
Filler Waste	Roca, Maxi-Flow Overflow Bath Filler & Waste	Chrome
Shower Hose Connector	Roca, Shower Hose Connector ½" for concealed valve	Chrome
Shower Handset	Roca, Next M3 Shower Handset (3 Functions)	Chrome
Shower Hose	Roca, Shower Hose 1.7mm	Chrome
Towel Radiator	MHS Space 120x45 electric thermostatically controlled Ref:SPSC42/120	Chrome

Shower Slide Bar	Roca, Shower Slide Bar 800mm	Chrome
WC	Roca, Gap Wall Hung WC Pan 540mm	White
WC Cistern	Roca, Pro Wall Hung WC Bracket & cistern 3/6 Litres Dual Flush (Height 1090mm)	White
WC Roll Holder	Roca, Touch Toilet Roll Holder	Chrome
Robe Hook	Roca, Touch Robe Hook	Chrome
Bathroom Fan	Airflow air vent HVS10	White
Flush Plate in pods	Roca, Pro Cistern operating panel polished REF 890095001	Chrome
Flush Plate in En-suite	Geberit, Kappa 20 Dual Flush Plate for up200	Gloss Chrome
WC Seat	Roca, Gap Luxury Soft Close Seat	White
Basin Storage	Roca, Cala Furniture Base Unit 640x420x450mm 2 Drawer	White
Shower Screen **Depending on size and layout each shower room has a different shower screen**	Roca, Axis MRF 900mm Quad Shower Enclosure Axis Frameless Pivot Door & Infill Panel (PLF) 1000x1900 (RH) Axis Frameless Pivot Door & Infill Panel (PLF) 1200 x 1900 (LH) Axis Frameless Fixed Panel (LF) 800x1900	Tempered Glass
Shower Tray **Depending on size and layout each shower room has a different shower tray**	Roca, Malta Superslim 1000x800x65mm Vitreous China Shower Tray Roca, Sherry-N 900x900mm Acrylic Quadrant Shower Tray	Tempered Glass

CARE & MAINTENANCE INSTRUCTIONS

BASINS, BATH & SHOWER SCREENS

Trays and tops should be cleaned and dried as soon as possible after use. In hard water areas, insoluble lime salts and grime will harden on the surface and become increasingly difficult to remove.

It is important to ensure that when cleaning bathroom furniture, only non-abrasive cleaners are used (e.g. not Ajax or Cif) to prevent scratching on the surfaces.

In the interest of safety, baths and shower trays must not be polished with wax or silicone polish (e.g. Pledge, Mr Sheen).

A sealant has been applied around your bath and shower tray, where water splashes occur. Owing to natural drying of your new home, these areas may become vulnerable to movement.

SHOWER HEADS

Heads should be cleaned using a mild solution of washing up liquid mixed with water. Don't use anything caustic. Mild detergents are to be used instead of 'branded' cleaners which are too harsh for the chrome shower.

Register your shower at www.vado-uk.com/guarantee_registration.php for your 12 year guarantee.

SANITARY WARE

China basins, pedestals, WC pans, WC cisterns and shower trays.

The recommended listed above, should be followed for chinaware, with the exception that occasional use of abrasive cleaners (e.g. Ajax, Cif) will not damage glazed surface.

Proprietary bleaches and toilet pan cleaners may be used as required, with no risk of damage to the china or glaze.

In the event of fine scratches in the sanitary ware surface, a fine abrasive cleaner (e.g. Brasso or similar metal polish) may be used but it is recommended that great care be taken if employing such cleaning methods.

TAPS & HINGES

Under no circumstances should cleaners containing abrasive pastes or chemicals be used. The use of cleaners of this type, whether on stainless steel, chrome, gold or white taps or hinges, will abrade any protective surfaces and cause corrosion. Soapy water, silicone or wax polishes (e.g. Mr Sheen, Pledge) may be used with no risk of causing damage.

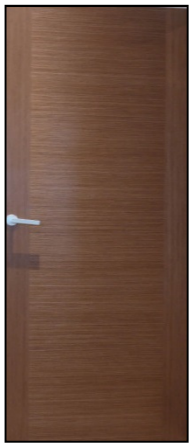
MANUFACTURERS

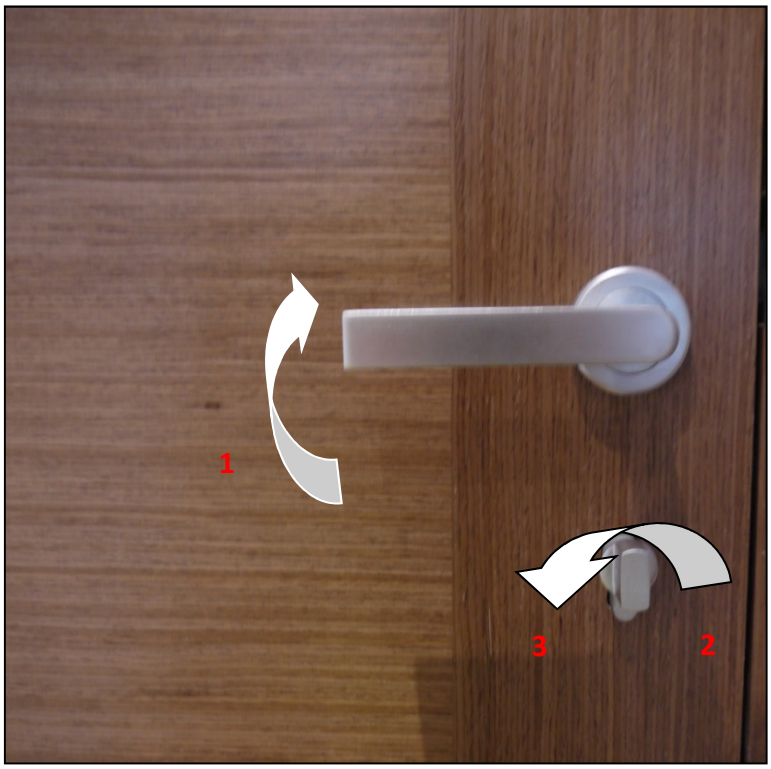
Roca
www.roca.com

Vent-Axia
www.vent-axia.com

Geberit
www.geberit.co.uk

3.6 DOORS

	**Front Entrance & Internal Doors** Vicaima –EX 6.0/T 44mm Enhanced Core Security Door set with SBD with Wenge Veneered Finish (on the outside) and Walnut Veneered Finish (on inside face). Fire Rating FD30s
	Door Handles REF: KF.7650-1.SS Satin Stainless Steel Moscow Design Lever Handle on Round Rose
	Wardrobe Doors Loddenkemper Multiset Wardrobes with RAL 7044 Gloss Silk Grey Doors with Matching Matt Lacquer Carcass and with Stainless Steel Handle
	Bathroom & Shower Room Doors Vicaima – Ex 6.0/T 44mm Solid Core Door with Walnut Veneered Finish (both sides). Fire Rating: None



The door and lock is a 'Secure by Design' standard for your safety and security.

Operation:

To enter the apartment – Insert your key into the deadlock which turns the deadlock picture 2.

Once you have unlocked the door, push the handle in the downward position which releases the 3-point locking mechanism.

Once inside the apartment, close the door behind you, using the handle and return it to the horizontal position, as shown in picture 1 above. This will re-engage the 3-point locking mechanism. Then, turn the snib (deadlock) in order to engage the deadlock as per picture 3.

Whenever you are inside the apartment, please ensure that the snib/deadlock is engaged at all times.

When you leave your apartment, but other people are still inside, close the front door and turn the key to engage the deadlock. This secures the door from the outside, but when the people inside the apartment exit, they can do so by opening the snib.

When you leave the apartment empty, you should close the door and turn the key to engage the deadlock

CARE & MAINTENANCE OF DOORS

1. DUSTY SURFACES

Day to day build-up of dust particles can usually be removed with a soft duster, but if dust has bedded into the grain of the veneer it will have to be removed by the application of a liquid reviver such as teak oil or liquid furniture wax.

A cost effective cleanser can be made by mixing approximately 60% Linseed Oil with 40% White Spirit.

2. DAMP HAZE (BLOOM)

A milky blue haze can sometimes develop due to cold conditions, high humidity or condensation etc. This can be removed by polishing with a soft cloth or the application of a good furniture wax, but do not apply these whilst still in a damp atmosphere, particularly if using aerosol type furniture creams or liquids.

3. PAINT SMEARS

On no account try to remove with cellulose thinners or paint strippers as this may attack the original finish.

If the paint has smeared it can often be removed by very carefully scraping with a sharp razor blade, but care must be taken not to scrape the lacquer. Warm water to which a little detergent has been added helps with some water based paints.

4. RUM MARKS OR LIGHT SCRATCHES

These can generally be removed or at least disguised by light rubbing with 00 grade wire wool, followed by the wire wool coated with a soft wax. If the marks are very light, use the wax coated wire wool from the beginning, as this will reduce the abrasive action.

5. GENERAL AFTERCARE

A soft duster should be sufficient to preserve doors in good condition but if desired, proprietary furniture polishes, creams, teak oils etc., can be applied once the dust has been remove

MANUFACTURER & SUPPLIER DETAILS

FRONT DOORS & INTERNAL DOOR

Vicaima
Drakes Way Business Centre
Marlowe (Avenue)
Greenbridge Ind. Est.
Swindon, Wiltshire SN3 3JF
☎ 01793 532 333
🖷 01793 530 193
✉ info@vicaima.com
www.vicaima.com

WARDROBE DOORS

Champion Building Services
9th Floor
Hill House
17 Highgate Hill
London N19 5NA
☎ 020 30055390
✉ championbuild@gmail.com
www.championbuild.co.uk

HANDLES

HAF
Hertford Office
Suite 307
Conbar House
Mead Lane
Hertford
Herts
SG13 7AP
☎ 0845 180 1246
✉ info@hafinternational.com

3.7 FLOORING

Properties are finished with a combination of the following floor surfaces:

Area	Flooring	Colour
Lounge, Kitchen & Hall	▪ Kahrs Wood Flooring	▪ Walnut Montreal Satin 153N15VA50
Bedrooms	▪ Kahrs Wood Flooring ▪ Westex (carpet)	▪ Walnut Montreal Satin 153N15VA50 ▪ Harmony Velvet 80/20 Colour Maple
Penthouse Bedrooms	▪ Cavalier	▪ Bremworth Native Flora Banksia

CARE & MAINTENANCE INSTRUCTION FOR WOOD FLOORING

All floor covering will show signs of normal wear over time. By observing a few precautions and undertaking regular cleaning/maintenance, the life of the flooring can be extended.

Helpful tips:

- Sweep or vacuum with a soft brush regularly.
- Remove spills quickly using a soft cloth and recommended cleaning product.
- Use protective pads under all furniture legs.
- Avoid heavy wet mopping or flooring of your floor with water or other products. A slightly damp cloth is all that is needed, using a diluted wood floor cleaner.
- Place small carpets or rugs in high traffic areas.
- Avoid using abrasive cleaners as these will damage the seal.
- Avoid sharp or abrasive objects to come into contact with the floor.

CARE & MAINTENANCE INSTRUCTION FOR CARPET

- Sprouting tufts- small tufts often sprout above the carpets surface and can be simply removed with a pair of normal scissors and will not affect the characteristics of the carpet. Never try to pull the tuft from the carpet, as this can result in permanent damage.
- Shedding- new carpets shed loose fibres. Shedding has no timetable to its cessation, however even a prolonged period of shedding will not affect the performance of the carpet in any way.
- Pilling- pilling describes the build-up of small balls of fibre which have become anchored to the surface of the carpet and can easily be removed with a pair of scissors.

- Shading or pile reversal- all cut pile carpets and pile fabrics are liable to suffer shading or plié reversal. This appears as light and dark patches arising from the reorientation of the pile fibre. This feature is inherent in all pile fabrics and is not a manufacturing defect.

- Indentation- this appears as small dents or compression marks on the surface of the carpet, caused by the concentrated pressure from the chair legs or heavy objects. To reduce the effect of indentations, it is advisable to move furniture regularly and make sure of aids such as castor caps.

The following hints on carpet maintenance will add considerably to the carpet's life.

Vacuuming

Weekly vacuuming is recommended so that soil does not become embedded in the pile causing accelerated wear by grinding at the base of the tufts. There are three types of vacuum cleaners: plain suction, beater bar, and revolving bristle strip. All are efficient for regular cleaning, particularly dense pile carpet. The last stroke of the vacuum cleaner should be in the pile direction. It is important to follow the vacuum manufacturer's instructions for the best results.

Cleaning

If you have taken care to vacuum your carpet regularly and remove spills, you may not need to clean your carpet for a year or more, even if it is a light colour. However, when the carpet does start to look soiled, you can either have it professionally cleaned or do it yourself. If you decide to clean the carpet yourself, make sure you use a good quality cleaning agent and carefully follow the manufacturer's instructions. No matter how careful one is, there is usually a small residue left on the pile after drying and the residue from a poor quality cleaning agent accelerates soiling.

Wet shampoo

It is important to use a neutral shampoo on wool carpets – certainly not one that is alkaline, never use household detergents, and don't use shampoos which smell of ammonia. To check proprietary carpet shampoos, leave a bit in a saucer overnight, pour off excess and allow drying to see if it leaves a sticky residue to which house dust could cling.

If you use a shampooing machine, follow the instructions carefully. Remove the furniture from the room, if possible, and vacuum thoroughly before shampooing. Allow to dry overnight before vacuuming and putting the furniture back in place. It's important not to allow the carpet to get too wet in case the pile and backing become distorted.

Absorbent powder

There is a range of cleaning powders available which are either solvent-saturated or detergent-saturated. Check the manufacturer's instructions. After vacuuming, the powder is sprinkled liberally on the carpet, brushed into the pile and then vacuumed out.

It is not necessary to remove all the powder from the pile as it can minimise further soiling. The powder method is an easy way of freshening up a carpet. It also distorts the pile less and, because the carpet is not wetted, the room is ready for re-use sooner.

Aerosol foam shampoo

For light cleaning of small areas, aerosol foam shampoos can be used. It is advisable to test the shampoo first for sticky residue which may attract dust. Foam is usually sprayed sparingly on to the carpet and worked into the pile with a moistened sponge or brush. Vacuum when the carpet is dry. In all cases, check the manufacturer's directions.

Spray injection

With this method, sometimes incorrectly referred to as "steam cleaning", the carpet pile can be injected with a hot water and detergent solution under pressure so that soil is suspended in the water which is extracted almost at once by a high suction, wet vacuum system.

MANUFACTURERS

FLOORING

Kahrs UK Ltd
Unit A4 Cairo Place,
Endeavour Business Park,
7 Penner Road, Havant,
Hampshire
PO9 1QN
☏ 023 9245 3045
✉ www.kahrs.com

CARPETS

Westex Carpets Ltd
Castle Mills, Moorend
Cleckheaton, West Yorkshire
BD19 3PS
☏ +44 (0) 1274 861334
✉ www.westexcarpets.co.uk

Natural Elements Ltd
53 - 56 Great Sutton Street
London
EC1V 0DG
☏0207 253 2111
✉ www.natural-elements.co.uk

3.8 STANDARD DÉCOR

Properties have been decorated using the following Dulux products and finishes:

SURFACE	DESCRIPTION	REFERENCE
Woodwork	Dulux Brilliant White Eggshell	
Ceilings	Dulux Brilliant White matt	
Walls throughout	Dulux	30YY78/018

PROTECTION OF PROPERTY FABRIC

To avoid damage to the special acoustic and fire withstanding properties of the partitioning fabric, drilling or cutting into the fabric of the walls and floors is not permitted.

SUITABLE FIXING

Fixtures can be attached directly to finished dry linings using the fixing listed in the table opposite, in line with manufacturers recommendations and ensuring they are appropriate for the items.

FIXING TO INTERNAL PARTITIONS

Internal walls are 70mm stud work to which skimmed plasterboard is fixed.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to the partition walls unless advice is sought from an experienced carpenter or the maintenance department.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them. The wall construction and what you intend to fix.
Light pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

FIXING TO "DRY LINED WALLS"

These are formed from insulated plasterboard (made of 12.5mm plasterboard and 25mm of sound densing quilt insulation) held in place by small areas (dabs) of plaster.

Only lightweight objects, i.e. wall mirrors and small pictures, may be fixed to dry lined walls, unless advice is sought from an experienced carpenter or the maintenance department.

Recommended fixings:

Wall mirrors	Expanding cavity fixing plugs and screws, your local hardware store can advise on the exact type if you tell them the wall construction and what you intend to fix.
Small pictures	Steel pin and hook.
Heavy Art	Specialist plasterboard fixings available from hardware store

FITTING CURTAINS AND BUILDS

A combination of cavity fixing or self-tapping screw may be necessary dependent upon the type of fitting. As there is no pattress, the required fitting will be determined once the hole is drilled.

The use of heavy curtains should be avoided.

FITTING ITEMS TO WALLS OR CEILINGS

- Caution should be exercised as electrical cables and water pipes may be running within the wall or ceiling areas.
- Cables, which usually run in a vertical direction from switches and sockets, may be located by use of a cable detector.
- Ensure that the fixing used will support the load.
- Use of proprietary products suitable for use with Metsec plasterboard stud walls available from DIY or specialist shops is recommended.
- Consider employing a competent person to undertake all work.

EXTERNAL FIXTURES, FITTING & FINISHES

All external maintenance work is to be carried out or organised by the Managing Agent.

3.9 WALL & FLOOR TILING

The bathroom and kitchen areas have been finished with the following Keystone tiling products:

BATHROOM/EN-SUITE

APARTMENT	ROOM	AREA	DESCRIPTION	COLOUR
All	Bathrooms/ Shower Room/ En suite	Bathroom Wall	▪ Stonegres from the Artech Range Rectified Artech Perlato – 30 x 60 cm	▪ Matching Grout Mapei Reference 130 Jasmine
		En suite Wall	▪ Stonegres from the Artech Range Rectified Artech Beige – 30 x 60 cm	▪ Matching Grout Mapei Reference 130 Jasmine
		Floor	▪ Stonegres from the Artech Range Rectified Artech Grigio – 45x45 cm	▪ Matching Grout Mapei Reference 110 Manhattan
Penthouse	Bathrooms/ Shower Room/ En suite	Bathroom Wall	▪ Stonegres from the Artech Range Rectified Artech Perlato – 30 x 60 cm	▪ Matching grout Mapei Reference 130 Jasmine
		En Suite Wall	▪ Stonegres from the Artech Range Rectified Artech Beige – 30 x 60 cm	▪ Matching Grout Mapei Reference 130 Jasmine
		Floor	▪ Stonegres from the Artech Range Rectified Artech Grigio – 45x45 cm	▪ Matching Grout Mapei Reference 110 Manhattan

Please see enclosed leaflet for care information.

MANUFACTRERS

Strata Homes Limited
Quay Point
Lakeside Doncaster
DN4 5PL
☎ 01302 308508
✉ enquiries@homesbystrata.com

Stonegres Ltd
145-157 St. John Street
London
EC1V 4PW
☎ 020 8943 3154
✉ www.stonegres.co.uk

3.10 BALCONY SURFACE

CARE & MAINTENANCE

Simple procedures of keeping the deck free from debris, extended frost coverage and fungal growth will help to prevent premature deterioration.

The decking should be regularly cleaned but only with a stiff brush and water.

No cleaning agents e.g. bleach or petroleum-based products, should be added to the water avoid the chemicals seeping down on to and damaging the protective membranes where fitted.

After the first year it is recommended that the decking may require follow up treatments using a wood cleaner with a built in restorer- for further guidance on recommended products refer to the Managing Agent.

Note

Responsibility for the balcony

Residents are responsible for keeping these areas neat and tidy and free from any damage and rubbish.

Cycles are not allowed on the balcony and should be stored in the storage area.

The areas must be kept clear at all times and may not be decorated with planters or used for other activities or barbeques.

Balcony wall structure

Nothing must be drilled into or hung from the fabric of the building to avoid damaging its protective properties.

CHAPTER 4

APARTMENT SYSTEMS & SERVICE

4 APARTMENT SYSTEMS &SERVICES

4.1 ELECTRICITY

ELECTRICITY SERVICE PROVIDER

Initially, E.ON Energy will supply electricity to your apartment. See section 1.5 for contact details. Residents have a choice over which company they subsequently wish to contract with for the supply of this service.

ELECRICITY METER

Each apartment is individually metered. These meters are located in the riser cupboard at each floor level of the building (for example if your apartment is on the first floor, your meter will be located in the riser cupboard on your floor) and a meter no will be on your handover report.

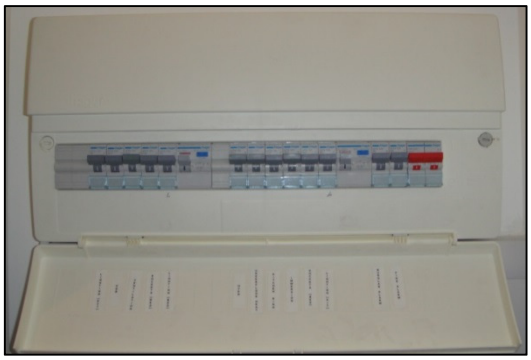
Electric Meter

ELECTRICITY CONSUMER UNITS

Your electricity consumer unit is located within the hallway cupboard in your apartment, which contains your main switch, RCCB (Residual Current Circuit Breaker) and your MCBs (Miniature Circuit Breakers). Switching the main switch to the off position will isolate all the electrical supply to your home, including the supply to the central heating system. The MCBs are labelled in the inside of the lid of the consumer unit and have three spare ways.

RESDIUAL CURRENT DEVICE (RCD)

Inside the consumer units, the electricity supply is protected with an RCD button that will quickly cut off the supply if a fault occurs from a power outlet socket or from a lighting circuit. If power fails in your apartment, you should check the consumer unit to see which circuit has tripped. You can then reset this circuit. In the event that a MCB or RCD does not reset please contact Managing Agent.



Electric Consumer Unit

It is recommended that the RCD should be tested every 3 months by pressing the button marked 'Test or T'. If the RCD fails to switch off the supply when pressed, you should seek expert advice.

13 AMP SOCKETS- PRIVATE APARTMENTS

There are 13 amp sockets installed in the lounge and bedrooms in the private apartments. These are primarily used for lamps and once plugged in to these wall sockets, using their round pin plug function can be controlled via the wall switches.

5 AMP SOCKET – PENTHOUSE

In addition, to the usual 13amp electrical sockets, there are 5 amp sockets installed in the lounge and bedrooms in the penthouse apartments. These are primarily used for lamps and once plugged in to these wall sockets, using their round pin plug function can be controlled via the wall switches.

IMPORTANT INFORMATION

If a circuit is overloaded or an appliance develops a fault, an MCB (a miniature circuit breaker) in the electricity consumer control unit protecting the circuit will switch OFF automatically; this is to help prevent serious accidents, which may result in damage and injury. Inside the consumer control unit are labels identifying which switch (known as a miniature circuit breaker or MCB) covers which parts of your homes' electricity supply.

If the reason for the MCB going to the OFF position is not clear, then put the MCB switch back to its original ON position. If it will **not** stay on then complete the following:

1. Switch OFF and unplug any appliances on that particular circuit. By attempting to return the MCB switch to the ON position after removing each appliance it is possible to identify the faulty appliance.

2. As each appliance is disconnected/unplugged try to reinstate the MCB on the circuit. If there is a faulty appliance it will trip OFF each time until the faulty appliance is disconnected. At this point the MCB will remain ON. DANGER - DO NOT ATTEMPT TO REUSE A FAULTY APPLIANCE, ARRANGE FOR ITS REPAIR OR REPLACEMENT.
3. If the MCB still fails to remain in the ON position a fault may exist in the electrical circuit itself and you should inform the maintenance department immediately.

DANGER - DO NOT ATTEMPT TO DISMANTLE OR TAMPER WITH THE CONSUMER CONTROL UNIT

ELECTRICAL SUPPLY FAILURE OR PROBLEMS

In the event that the power supply to the apartment fails and cannot be restored from the consumer unit, please check the trouble shooting guide on the next page before contacting the Managing Agent.

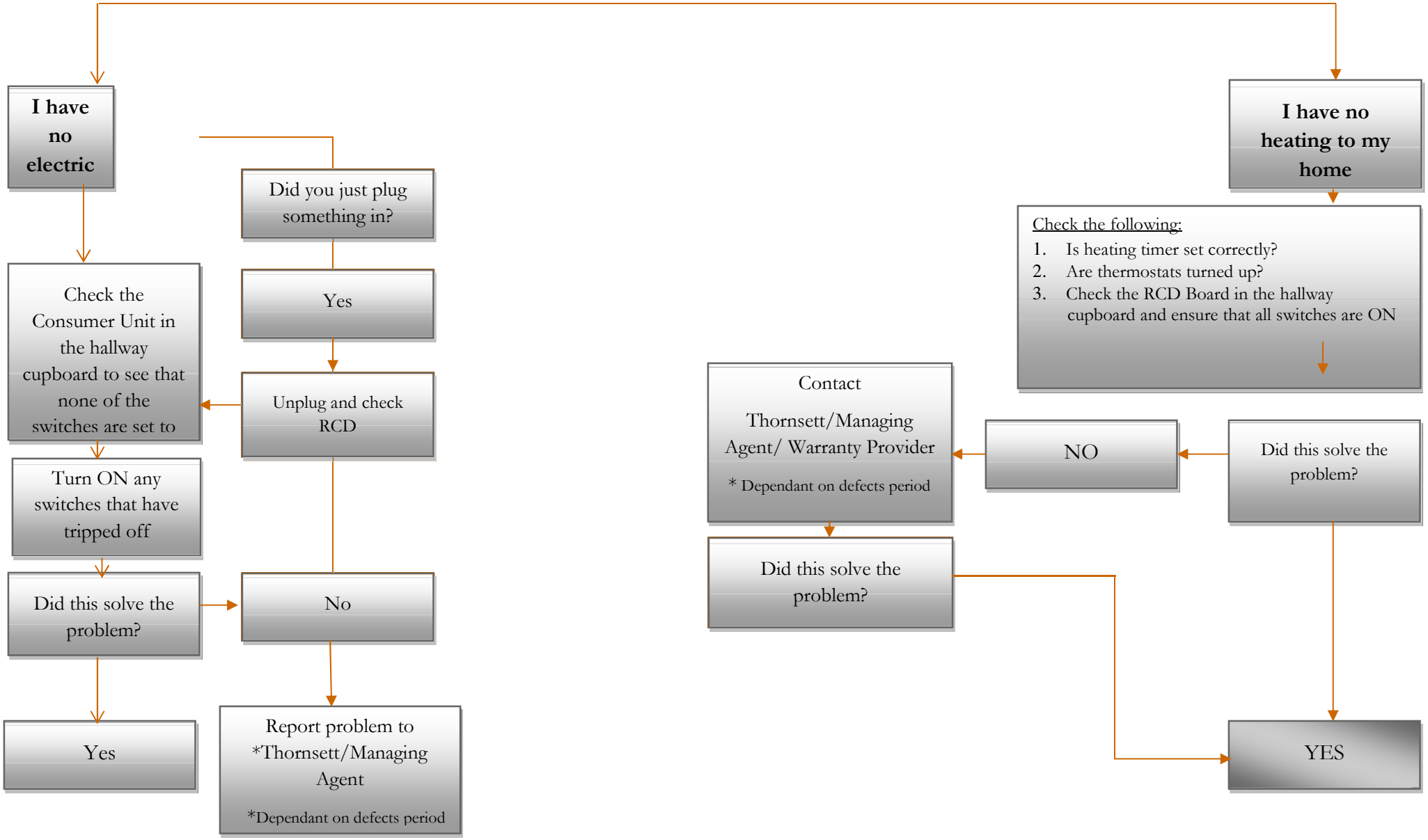
Note

Electricity meter point administration number (MPAN)

An MPAN is a unique number that identifies the apartment metering point. The MPAN for each apartment is required to identify your meter when communicating with serve provider. The MPAN can be found on the electricity bill issued by your service provider and should not mistake this with your customer reference number.

The MPAN number for your specific property will have been passed to you at completion, handover of property or check-in report.

ELECTRIC TROUBLE SHOOTING GUIDE


I have no electric
Did you just plug something in?
Yes
Unplug and check RCD
Check the Consumer Unit in the hallway cupboard to see that none of the switches are set to
Turn ON any switches that have tripped off
Did this solve the problem?
No
Yes
Report problem to *Thornsett/Managing Agent
*Dependant on defects period
I have no heating to my home
Check the following:
1. Is heating timer set correctly?
2. Are thermostats turned up?
3. Check the RCD Board in the hallway cupboard and ensure that all switches are ON
Did this solve the problem?
NO
Contact Thornsett/Managing Agent/ Warranty Provider
* Dependant on defects period
Did this solve the problem?
YES

4.2 HEATING

ROOM HEATING

Your home is fitted with a hot water central heating system, consisting of a heat exchanger unit, under floor heating, a pump and controls. Water heated by the heat exchanger is pumped around the under floor heating system through pipework concealed in the walls and floors.

Within each room or space a switched spur feeds the under floor heating via a wall mounted controller (below) which provides temperature and time clock control. You should note that heating from cold will take longer to achieve the desired temperature.

Heating is powered by a Danfoss Heat Exchanger unit which is located in your hallway cupboard (Picture 1) and generates heating and hot water. The on/off timer settings are controlled via the Siemens wall mounted timer units (Picture 2). The underfloor heating points are located in the hallway cupboard (Picture 3).

Danfoss Heat Exchanger

Wall Mounted Thermostat

Under Floor Heating Points

A STEP BY STEP USER GUIDE IS PROVIDED SEPARATELY AS PART OF YOUR HOMEOWNERS MANUAL. THIS IS A TWO SIDED LAMINATED DOCUMENT WITH EASY STEPS WHICH MUST BE REFERRED TO BEFORE CALLING THE MANAGING AGENT. IF THE STEPS ARE NOT FOLLOWED, YOU MAY BE CHARGED FOR AN UNNECESSARY CALL

Note

In order to avoid damage to your property and/or those adjacent, care should be taken not to rupture the pipework of the underfloor heating when laying any flooring. Consequently, any floor surface should only be secured with glued fixings.

Maintenance

Under floor heating

There is no special maintenance required for the under floor heating system. It is guaranteed for 10 years (but not for accidental damage).

WATER HEATING

Your water is heated by the heat exchanger unit. There is a communal hot water cylinder located in the basement. Water from the rising main is directly heated and distributed from the basement to the hot taps around your apartment. There is a control on the heat exchanger to set the temperature of the hot water from the taps. This has been 'factory set' at 40° and shouldn't need to be adjusted as the hot water is constant.

OPERATION

A programmer is provided to turn the heating on and off and you should adjust the settings to suit your own requirements. In cold weather it might be necessary to leave the heating on for longer periods than in milder weather. A room thermostat is provided to regulate room temperatures room by room. Usage of the hot water will be measured in the meter located in the communal boiler, and this will be billed by the managing agent (LRM) as building management system (BMS) in your service charge bill.

The Managing Agent will arrange for an approved Gas Safe Registered engineer to service your Heat Exchanger annually. Access will be required to the Heat Exchanger and the Managing Agent will contact you in good time to arrange this. The cost of servicing the heat plate exchangers and the communal boiler will be included in your utility invoice.

Note

Maintenance

The Heat Exchangers should be checked and serviced at least once a year by a Danfoss engineer so that they remain safe.

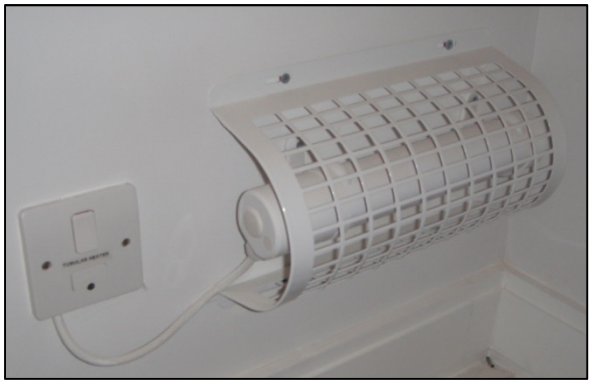
IMPORTANT

No other plumber should service or operate the system as it is a communal system.

Maintenance to the Heat Exchange will be arranged annually by the Managing Agent. You should fill in and return any warranty documents after completion.

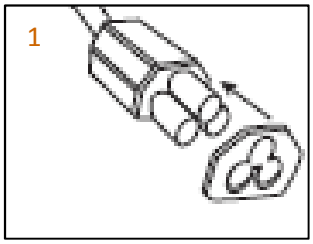
TUBULAR HEATER

Tubular heaters are located in your apartment hallway cupboard, however not all apartments have these fitted in the hallway cupboard.



Important safety advice:

- Always switch the heater off at the mains when not in use and ensure the power cord is not in contact with the surface of the heater.
- The heater must always be positioned horizontally using the mounting brackets supplied and allowing free movement of air around the heater. Do not cover the heater as this may cause overheating.
- Ensure the power cord is pushed fully into the power socket in the heater when in operation. If the cord is damaged discontinue using the product and contact the manufacturer for further instructions.
- Due to the high surface temperatures, it is essential that combustible or flammable objects such as fabrics or clothing do not come into contact with the heater.
- When using the heater in an area where it may come into contact with water, and to ensure its IP44 rating is maintained- always ensure that the power cable has the black foam gasket in place on the connector end before plugging it into the slimline heater (Picture 1).



To operate the tubular heater, ensure the power cable is pushed fully into the heater's power socket before switching power on. Turn the thermostat knob in a clockwise direction until it reaches the maximum setting. When the room has reached the desired temperature, turn the thermostat knob in an anti-clockwise direction just until the appliance switches off (amber yellow light goes out) and not beyond. The temperature will then be regulated by the thermostat. The heater is fitted with a safety device which will switch off the heater in case of accidental overheating. To reset, disconnect the heater from the power source for a few minutes to allow the unit to cool down. Make sure that any causes of overheating, such as obstructions, are removed and plug the appliance in again.

DO NOT DIRECTLY EXPOSE TO WATER.

PLEASE NOTE: When the heater is switched on for the first time, small wisps of smoke may drift from the heater. This is a perfectly normal part of the first time operating procedure and should cease after the heather has been operating for approximately 5 minutes.

Failure to return any warranty documents could invalidate your warranty.

BATHROOM HEATING

The MHS towel rails are electrically thermostatically controlled and can be adjusted to suit residents' requirements. The main fuse spur control switch for the radiator is a switch located outside the bathroom door.

MANUFAC TURERS

RADIATORS

MHS Radiators
3 Juniper West, Fenton Way,
Southfields Business Park,
Basildon,
Essex,
SS15 6SJ
☎ 01268 546700
www.mhsradiators.com

HEAT EXCHANGER

Gemina Termix A/S
Navervej 15-17
DK-7451 Sunds
☎ +4597141444
www.termix.biz

UNDERFLOOR HEATING

Underfloor heating and screening specialists
No 9. Unit 2 Kelston Rd
Westbury – on –Trym
Bristol
BS10 5ES
☎ 0117 9591190
sales@mec-serv.co.uk

4.3 GAS SUPPLY

Whilst your apartment does **not** have an individual gas supply, gas does supply the communal boilers which are located in the basement which supply the heat exchangers with heating and hot water throughout the whole development.

4.4 FIRE PROTECTION

FIRE CONTAINMENT

To comply with Building Regulations the homes are designed to meet minimum fire containment standards.

In between apartments, party walls and ceilings provide protection from fire.

To maintain the integrity of the fire containment protection, each of the doors leading into a habitable area incorporates:

- An intumescent strip recessed on the top and sides of the door frame which, when subjected to heat, will automatically expand to reduce the rate of which heat and smoke will penetrate the doorways.

To maximise protection and contain fire:

- These doors should be kept properly closed at all times.
- The storage of combustible materials that might exacerbate a fire, or impede the passage of people into or out of the apartment should be avoided.

CARE & MAINTENANCE

Periodically, oil the concerning chain and spring cylinder to maintain smooth operation.

For safety reasons, only a competent carpenter should be employed to repair or replace a door closer unit.

> **Note**
>
> **Redecoration of doors**
>
> To avoid affecting the fire protection properties do not paint over the intumescent strip around the doors.

CHECK & TEST

- Check weekly that the indicator light is on. This indicates that the alarm is receiving mains power.
- Test weekly by pushing in the test button for about 10 seconds until the alarm sounds.
- Low Battery Warning
- The alarm will tell you when the battery is low by beeping every 60 seconds. A new battery should be fitted as soon as possible.
- You should refer to the manufacturer's operating instructions for further guidance.

SMOKE ALARM & HEAT DETECTORS

Each apartment has a mains operated smoke and heat detector. The alarm will sound if it detects fire or potential risk of fire.

Typically there is one heat detector located on the kitchen ceiling and one smoke detector in the hallway.

The detector units are mains powered with an internal dry cell back-up battery (which should not need to be changed); which constantly monitor the immediate areas.

When a potential fire risk condition occurs the alarm units will sound. If necessary you should follow your emergency evacuation procedure.

If the activation is a false alarm, the unit may be silenced by pressing the 'Test/Hush' button for a few seconds. This action will silence the alarm for approximately 10 minutes after which the unit will automatically re-set. However, if the smoke density increases when in silenced mode, the alarm will automatically restart.

Heat Detector
ceiling mounted in the kitchen

Smoke alarm
located in the hallway

Note

Fire and smoke detector system testing and maintenance

It is advised that every 6 months you should switch off the power to the alarm (located in the consumer unit see Section 4.1), and gently vacuum through the vents of the alarm with a soft brush attachment. Switch the power back on and test the alarm.

Back up battery replacements

To indicate that a battery needs to be changed the detector unit will beep every 40 seconds – use only batteries recommended by

4.5 HOME EMTERTAINMENT

RADIO & TELEVISION SERVICE OVERVIEW

Your apartment has been wired for digital terrestrial (BBC/ITV), FM and DAB radio and Sky+ television. There is also a CAT5 network designed to carry HDMI signal over CAT5.

SKY+

A communal SKY PLUS dish is installed on the roof. Residents will need to contact SKY to arrange to provide a viewing box and card.

A media plate (above) is installed in each habitable room. Users should connect a male to female UHF cable from the socket on the plate above into the socket in the back of your TV. You should re-tune your TV once this has been connected.

Female lead

Male lead

This allows for the same programme to be viewed on each TV. To control channel changes from each TV set, the user will need to install a 'magic eye' on each TV which allows control of the programming choice from the SKY box which is in your hallway cupboard. Alternatively if your TV has built-in Freeview, simply plug in and go. An example of a magic eye is shown below.

SKY multi room is not available.

TELEVISION LICENCES

Residents are responsible for paying their own Television Licence.

☎ 0870 241 6468
www.tvlicensing.co.uk

For more information on Sky Television please visit www.sky.com or call 08442 411 665. Channel lightings for the Hotbird satellite can be found by visiting the following website: www.lyngsat.com /Europe.html.

SERVICE PROVIDERS

SKY

☎ 08442 411 665
www.sky.com

HOTBIRD TV

www.hotbird-tv.com

TROUBLESHOOTING

There is no power going to my TV

Check that the TV is properly connected to the power socket and aerial socket

Did this solve the problem?

Yes

NO

Check RCD and see if any switches are in the OFF position

If possible, plug another TV into the socket. If it works, it is likely to be a fault with the TV

Report problem to Thornsett

(During the defect period)

I have no picture on my TV

Is the SKY receiver box on?

Turn box off from plug and wait for 20 seconds. Turn back on.

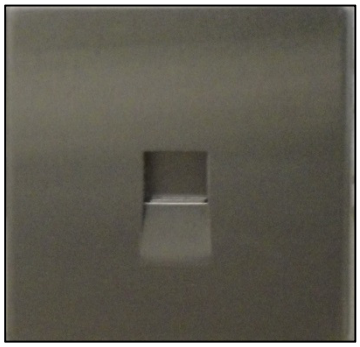
Did this solve the problem?

No

Contact SKY

4.6 TELEPHONE

There are telephone sockets in all rooms which are cabled to connect to analogue telephone and Internet services. In order to use Internet services, you must have a telephone line activated. You should contact your chosen service provider to activate this service.



The main telephone line comes into the building from the distribution box at basement level and routes into the apartment via the master socket located in the hallway cupboard and distributes to all rooms. Your chosen supplier will need to connect the service to the main incoming point in the hallway cupboard and all other telephone points. Your supplier may charge for this service.

TELEPHONE SERVICE CONNECTION

The service is not activated and residents are responsible for arranging their own service by contacting their chosen supplier direct.

CABLE SERVICE

No provision has been made for any alternative cable services to be available within the apartments.

4.7 VENTILATION

EXTRACT SYSTEM

Your apartment has a Vent-Axia 'hallway, bathroom, and kitchen ventilation' extract system that constantly extracts moist and polluted air from the property. The system has 3 fully adjustable speeds and a purge setting – maximum. In the hallway cupboard there is a 'boost' switch that can be switched on to pre-set the speed to the required air flow with the performances. The system has an integral humidity sensor which increases the speed in proportion to the relative humidity levels, saving energy and reducing noise. The sensor also reacts to small but rapid increases in humidity, even if the normal trigger threshold is not reached. This feature ensures adequate ventilation even for the smallest bathroom. Night time relative humidity setback feature suppresses nuisance tripping as humidity gradually increases with falling temperatures.

Ceiling Vent

Boost Switch

4.8 WATER

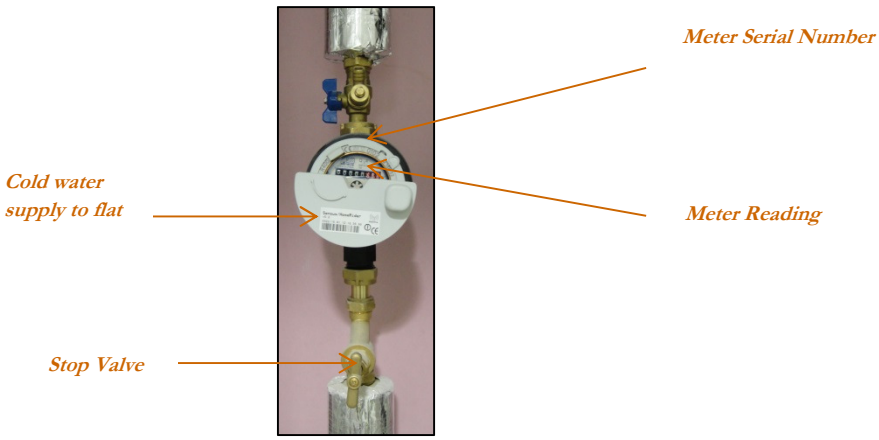
WATER SERVICE PROVIDER

Water and sewerage services will be supplied by Thames Water (see chapter 1.6 for contact details). Residents do not have a choice over which company they choose to contract for this service.

As the water enters your home, its flow is controlled by the main stop valve which allows you to turn off the supply in an emergency or for maintenance. Your stop valves are located in the hallway cupboard at high level (see the picture below). From the stop valve the water is distributed around the home via a direct feed system. Hot water is provided under pressure via the heat exchanger unit.

WATER METER

Individually numbered water meters are located in a locked riser cupboard on each floor level. A key will be provided for this cupboard.



WATER SUPPLY ISOLATORS

You can isolate water to each apartment via a stop valve located in the hall cupboard (picture below). The valve will be clearly labelled although the lever might be a different colour. There is an isolator in the communal areas which the managing agent has access to if required. There are additional stop valves for cold water feeds located under the kitchen sink, as shown in the picture below.

Water supply isolator

View under the sink of stop valves for cold water feeds

Waste blockages and water leaks

In event of waste blockages in the bathroom, access to the waste pipes is afforded via access panels in the bath panels.

However, the cause of a blockage may be from either your or another's apartment

Consequently, in event of waste blockages or water leaks from another apartment contact the Managing Agent who will advise upon what action to take.

Location of rodding points within the apartment

Rodding points may be located behind a tile in the bathroom. Should this be the case, the tile will have been attached with mastic and is therefore removable.

Access to rodding points

Residents should be prepared to provide access if required.

BATHROOM ACCESS

Should you require access to the overflow or waste to the bath, access can be obtained by removing the bath panel (Picture 1) with the help of a professional plumber.

Removable Panel

CHAPTER 5

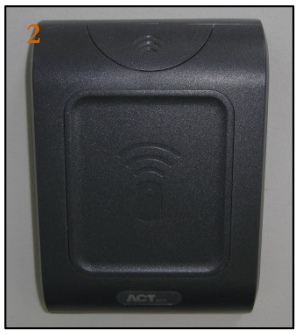
ESTATES
SYSTEMS & SERVICES

5.1 ACCESS & SECURITY

RESIDENTS' ACCESS

Residents can access the building by using their electronic fob (picture 1) which should be presented to the fob reader at the front entrance door (picture 2). The reader will acknowledge the fob and the door will click open. This method should also be used to access the lifts by using an electronic fob. Residents can access the car parking space by using their electronic fob (picture 3).

In front door fob



Fob reader

Car Parking fob

VISITORS' ACCESS

An intercom panel (picture 4) is linked to each apartment from the front communal entrance door. Visitors should dial the apartment number, this will call the resident who will be able to hear and see the caller on the receiver located in the individual apartments (picture 5).

Intercom at main entrance

Intercom receiver in your apartment

LEAVING THE BUILDING

To exit the building, residents should push the 'Touch to Exit' green button located on the wall just before the communal entry/exit door.

IN THE EVENT OF ELECTRICITY SUPPLY FAILURE

If there is an electrical power failure the door to the main building will 'fail safe' which means that the residents will be able to open the doors manually.

MANAGEMENT OF ESTATE SECURITY SYSTEMS

The Managing Agent who is responsible for the maintenance of the estate access and security systems should be advised as soon as possible of any operational problems and any matters that may compromise the security of the building.

5.2 FIRE PROTECTION

For residents' increased safety, and to meet Fire Regulations, the building's communal areas are designed to have minimal fire risks affording occupants safe access to the stairwell and exit. On the top floor of each communal area are two Automatic Opening Vents (windows). If there is a fire in the building, they will open automatically to allow smoke to be extracted from the staircase.

EMERGENCY PROCEDURES:

If fire breaks out in your home:

- Leave the room where the fire is straight away, and then close the door.
- Tell everyone in your home and get them to leave. Close the front door of your flat behind you.
- Do not stay behind to put the fire out.
- Close any doors behind you as you leave.
- Call the fire service.
- Wait outside, away from the building.

If you see or hear of a fire in another part of the building:

- The building is designed to contain a fire in the flat where it starts. This means it is usually safe for you to stay in your own flat if the fire is elsewhere.
- You must leave immediately if smoke or heat affects your home, or, if you are told to by the fire service.
- If you are in any doubt, get out.

To call the fire service:

- Dial 999 or 112 from a mobile
- When the operator answers, give your telephone number and ask for FIRE.
- When the fire service reply give the address of the block.
- Do not end the call until the fire service has repeated the address correctly.

In addition

- No items should be left/stored in communal areas
- In the event of an evacuation DO NOT USE THE LIFT, use the stairs.
- Each floor and all final exits are clearly signed directing you to the exit.
- If normal communal lighting should fail, automatic back-up lighting with illuminate within 15 seconds.

SMOKING IN COMMUNAL AREAS

Smoking in enclosed communal areas is prohibited.

To conform to Government Regulations that came into effect from 1st July 2007. For further information refer to the smoke free England website.

www.smokefreeengland.co.uk

5.3 LIFT

All floor levels are served by the lift.

To call lift car press the call button and the indicator light will illuminate to confirm your request.

TO ASCEND OR DESCEND

Press the appropriate floor level button on the control panel.

Floor level numbers will be displayed.

To hold doors open, or to re-open doors to let someone in or out, press the door open button [<|>] on the control panel.

NB Passengers must not lean against the door, or try to prop doors open, as this will affect the operation of the lift.

After a short period without movement in and out of the doorway, the lift car doors will automatically try to close.

If the door sensors detect either movement, or an obstruction in the doorway, the lift car doors will remain open for a further period.

After multiple failed attempts to close, the lift car doors will eventually lock open.

EMERGENCY PROCEDURES

For emergency purpose, the lift car is fitted with:

- An 'Alarm' push button, which will sound an audible alarm in the lift shaft and initiate a telephone call to the Lift Company Control Centre.

- Emergency battery back-up lighting.

If a passenger is trapped in a lift car:

- The 'Alarm' button on the control panel must be pressed for at least 5 seconds for the lift car to be automatically connected to the Lift Company Control Centre (by a 'hands free' telephone link)

- An Emergency Operator will then be able to talk to the passenger and advise them how long it may be before an engineer can release them.

- Residents hearing the alarm should try to talk to the trapped passenger and, if necessary call the managing agent.

Note

Reporting lift faults

All problems with the lift should be advised to the managing agent without delay.

Door closing time delay

The time delay before the door automatically closes is adjustable. If problems are encountered contact the managing agent who can arrange to have the time delay period adjusted.

Use of the lift

The lift is primarily designed to carry passengers and their light luggage.

The lift cannot be used to move furniture or heavy goods. Residents must make arrangements or hire a cherry picking lift to supply heavy goods directly to apartments or for movers to carry furniture up the stairs.

Residents may be held responsible for any damage caused to the lift, if this guidance is not followed.

5.4 COMMUNAL LIGHTING

Stair lights complete with 28w 2D 4pin lamp

Corridor lights complete with 26w 4pin PL lamp

Roof Terrace lighting complete with 28w 2D 4pin lamp

Movement sensors operate lighting to the communal lobby areas. The Managing Agents can adjust the duration of illumination. The external lighting to the main entrance and terraces is operated automatically via photocell and will illuminate once the external lighting reaches a certain level

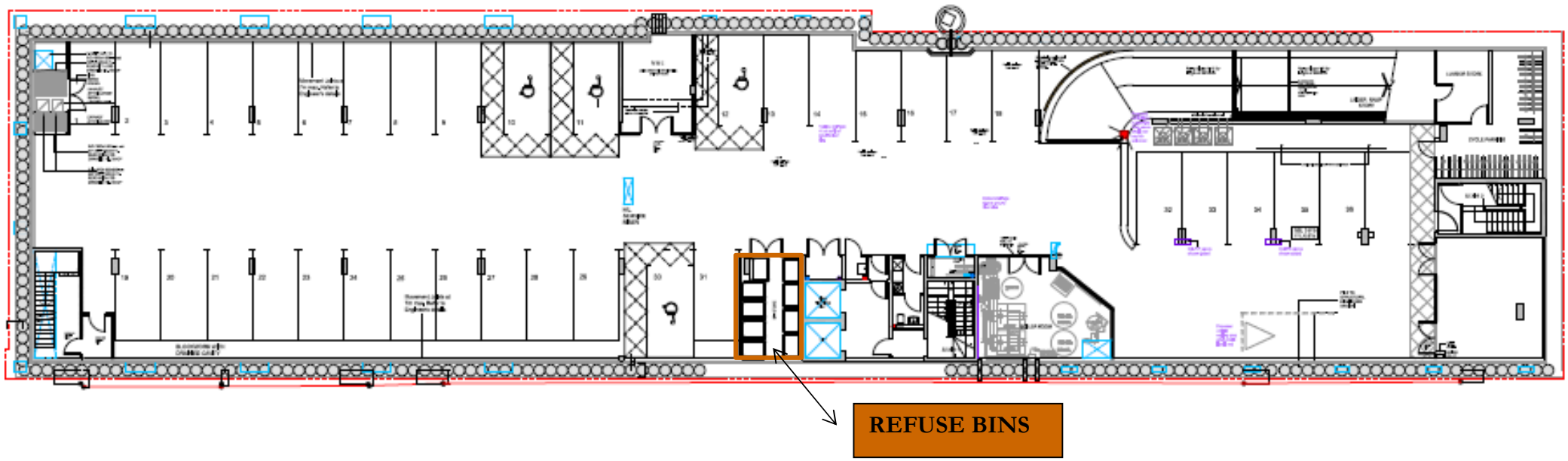
Notes

In the event of electricity supply failure

All communal areas are fitted with emergency lighting.

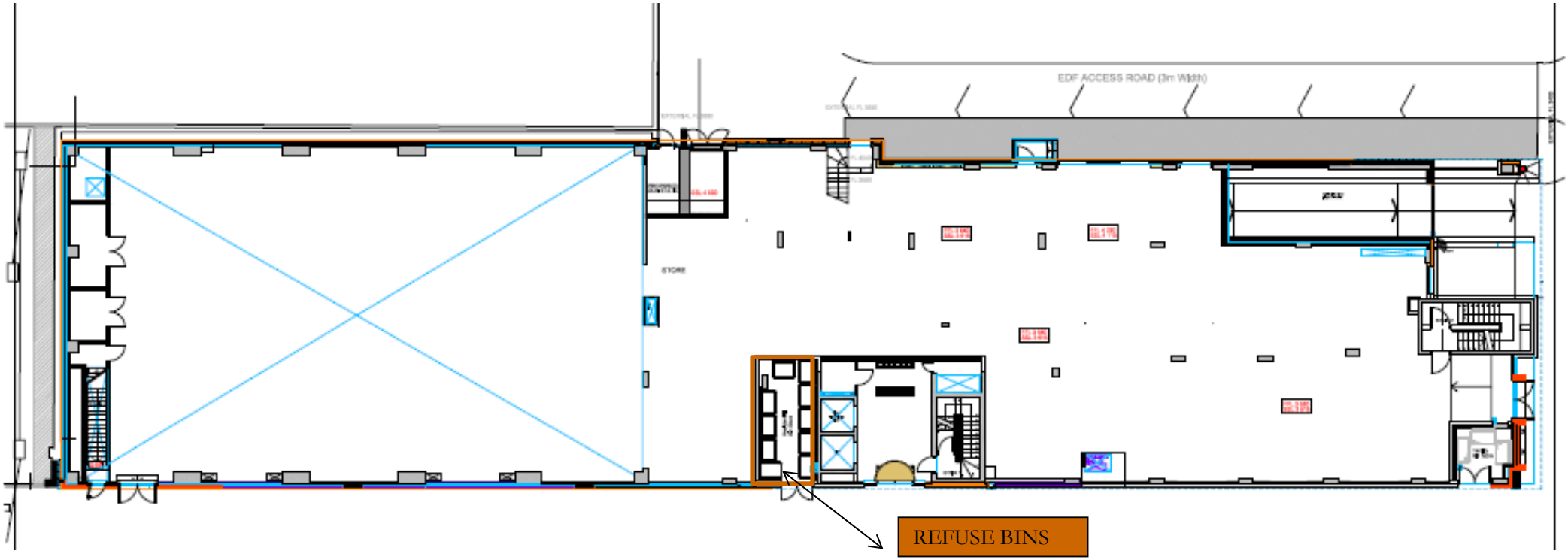
5.5 REFUSE BINS

Basement Floor



The refuse bins on the basement floor are located on the left side of the lifts. In order to access the refuse bins storage, you will need to come down the staircase located next to the boiler room turn right go past the lifts and it is the next entrance located on your left.

Ground Floor



The refuse bins on the ground floor are located on the left side of the lifts. In order to access the refuse bins storage, you will need to come down the staircase, turn left, go outside the building and turn right and the refuse bins storage will be located there.

DISPOSAL OF REFUSE/RUBBISH

There are number of communal refuse storage areas allocated to apartments. There are both refuse and recycling bins available.

Residents are personally responsible for transferring their refuse from their apartment to the refuse store.

If you find that a collection has been missed, please contact the Managing Agent.

The refuse store includes communal bins for household rubbish and recycling.

We request that you take the time to separate your rubbish accordingly and actively participate in recycling. Please check out the following website for further information: www.wrap.org.uk

> Note
>
> Disposal of refuse
>
> Residents are personally responsible for transferring their refuse from their apartment to the bin store and ALL rubbish must be placed in the bins provided.
>
> There is no provision for storage of bulky packing materials i.e. equipment packaging, therefore residents must make their own disposal arrangements.

Refuse collection day: currently collection is made on Wednesday

RECYCLING

A mini recycling centre consists of multiple banks allowing you to recycle a number of different items. Outlined below are the different types of banks you will see at mini recycling centres.

- **Mixed recycling** means the recycling bank(s) accept paper and card, glass bottles and jars, tins and cans, empty aerosols, plastic bottles, pots, tubs and trays, and food and drink cartons.
- **Clothes banks** are separate banks which accept all unwanted clothes, textiles and old rags. Please note: some clothes banks will also accept shoes - please check on the front of the bank as it will be clearly marked if you can deposit clothes ***and*** shoes.
- **Shoe banks** are separate banks for the collections of unwanted shoes. Pairs of shoes should always be tied together before being placed in the bank. Please note: some shoe banks will also accept clothes - please check on the front of the bank as it will be clearly marked if you can deposit shoes **and** clothes.

- **Light bulb and Battery recycling** currently there is only one bank available for recycling light bulbs and batteries and this can be found at Asda and Halfords.
- **Book banks** mean you can deposit all unwanted hardback and paperback books. Please note: some book banks also accept CDs - please check on the front of the bank.
- **WEEE banks** WEEE stands for Waste Electrical and Electronic Equipment. Currently there are only two WEEE banks at mini-recycling centres in the borough. You can deposit small electrical items such as mobile phones, kettles and toasters into these banks, but not larger items such as big televisions, fridges or freezers.

5.6 CONCIERGE SERVICES

The Concierge will be on site between 7.00am to 5.00pm Monday to Friday and shorter hours during the weekend.

The concierge will have a strong customer service focus and will make themselves available for all reasonable lessee requests. In addition they will perform the following duties:

- Daily inspection of the estate. Recording all faults/observations in the maintenance book, referring issues to the managing agent for resolution.
- Follow-up of maintenance issues to ensure timely completion, recording progress in the maintenance book.
- Pick up litter in the communal areas, courtyard and car park on daily basis.
- Supervising the cleaning and gardening contractors.
- Overseeing the security of the site.
- Maintaining a register of permitted cars and assisting the managing agent in the control of car and bicycle parking.
- Maintenance of the notice boards, ensuring that notices are tidy, relevant and in date.
- Issuing and reprogramming of automatic perimeter access fobs/ cards.
- Acceptance of small deliveries for residents.
- Maintain tidiness of main lobbies, concierge desk, private areas, communal roof terraces and lifts

CHAPTER 6

ESTATE MANAGEMENT

6.1 OWNERSHIP & MANAGEMENT

ESTATE OWNERSHIP

The landlord is "Thornsett Residential Limited 34 Margery St London WC1X 0JJ" and they hold the leasehold reversionary interest.

APARTMENT OWNERSHIP

The tenants (owners of individual homes) each hold a lease for a term of 999 years, from 25th March 2014 subject to payment of the ground rent and service charges.

For clarification of the terms that apply to your individual property, you should refer to your individual lease, your solicitor and the managing agent.

ESTATE MANAGEMENT

The landlord has appointed a Managing Agent with responsibility for management of the estate and related issues.

> Note
>
> Lease
>
> For clarification of the terms that apply to your apartment you should refer to your individual lease, your solicitor and the managing agent.

6.2 MANAGING AGENT

APPOINTMENT

Thornsett Residential Limited has entered into an initial one-year management contract with London Residential Management to act as the managing agent for the estate.

The managing agent has created a Management Scheme – including preliminary financial estimates – for the day-to-day running of the building.

ROLE & RESPONSIBILITIES

To carry out the management function, the Landlord has appointed an independent firm of Managing Agents, whose responsibilities will be specified in a management contract and will be in accordance with the terms of the lease.

The Managing Agents may make such estate regulations as are considered appropriate for the well-being of the residents and the management of the estate, in accordance with the Articles of Association and the term of the lease.

AUDITORS

The Managing Agent must appoint an independent firm of accountants to act as auditors who will work with the managing agent to provide the audited accounts required by the Registrar of Companies and the provisions of the lease.

ACCOUNTABILITY & POWER

The Managing Agent's books of account for the management company, together with all invoices relating to the building must be open to inspection by tenants, if required, and in accordance with statutory requirements.

CONTACT

London Residential Management
9A Macklin Street
London
WC2B 5NE
☏ 020 7438 1080
✉ enquiries@l-r-m.co.uk

6.3 SERVICE CHARGES

ANNUAL BUDGET ESTIMATES & INVOICES

The managing agent will be responsible for the production of financial budgets for the running costs of the building in accordance with the lease.

Service charge payments are due half yearly in advance on 1st January and 1st July, and demands based upon the annual budget will be issued in advance by the managing agents.

The proportion applied will be as specified in the lease for each property and in accordance with the managing agent's scheme for the building.

ANNUAL RECONCILIATION

The service charge instalments are based upon an estimated budget plan. Consequently, each year on completion of the Managing Agent's audited accounts, each property owner will receive a reconciliation statement showing any credit or debit balance on their service charge account. Any debit balance will be immediately payable and any credit balance will be offset against future instalments.

The managing agent is required to prepare an annual account of the maintenance expenses (distinguishing between actual expenditure and a reserve for future expenditure) for the 12 month period ending 31st March.

The accounts are to be audited by an independent accountant as soon as is practicable and the managing agent will circulate a copy of the accounts, together with the accountant's certificate, to each tenant.

Note

Payment of service charge

The amount invoiced must be paid in full within 14 days of written demand. If not paid within 14 days of the due date, action may be taken in accordance with the lease and interest charged.

Payment of the service charge may be made via standing order, see below for the relevant bank account details.

Bank details will be provided by London Residential Management.

6.4 INSURANCE

BUILDING INSURANCE

Arranging and maintaining adequate building insurance cover for the building is the responsibility of the managing agent.

The managing agent, on behalf of the management company, will collect the insurance premium from lessees and account to the residents for these sums.

CONTENTS & PERSONAL EFFECTS INSURANCE

Insurance arrangements to cover personal effects (e.g. clothing, furnishing, carpets, TV equipment, appliances etc.) are the responsibility of the residents and not the landlord, management company or management agent.

The landlord's insurance covers various items within a property (e.g. kitchen fixtures & fittings but not the domestic appliances).

Note

Insurance policy and certificate of cover

Full insurance policy details and a copy of the latest Certificate of Cover can be obtained, on request, from the managing agent's office.

Apartment front door lock

The Lease provides that the Tenant should provide the Landlord with a set of keys to the apartment front door to enable the Landlord to enter the flat for security purposes or in an emergency and furthermore if an insurance company requests details about the type and standard of lock fitted, and whether it conforms to standards, you can confirm that the lock to the apartment entrance.

6.5 GROUND RENT

PAYMENT & RENT REVIEW ARRANGEMENTS

The rent sum, as specified in each lease and due to the Landlord, is payable in advance on 1st January in each calendar year. This sum will be demanded and collected yearly in advance by London Residential Management on behalf of the Landlord.

RENT SUMS

The Rent shall be fixed for each twenty five year period of the Term commencing on 25th March 2014 ("the Base Date") -:

(a) For the first 25 years of the Term of £300.00 per annum (1 bed apartments) and £400.00 per annum (2 bed apartments).

(b) For the next 25 years of the Term of twice the sum referred to in (a)

(c) For the next 25 years of the Term of twice the sum referred to in (b)

(d) For the next 25 years of the Term of twice the sum referred to in (c)

(e) For the remainder of the Term of twice the sum referred to in (d)

Please refer to your individual Lease for amount applicable to your apartment.

6.6 SALE OR SUBLETTING

To conform to the lease, when the ownership of a property is to be transferred, or a property is to be sublet, the landlord and management company must be formally advised of the transaction via the managing agent, and preferably before legal agreements are entered into.

When selling a property, your solicitor will need up-to-date information about the insurance of the building, service charges etc.

You may be able to supply the solicitor with some of this information yourself but if not, the solicitor should apply in writing to the managing agent who will charge a fee for this service.

Note

Formal notification to the landlord and the management company

This provision applies to all subsequent transactions following the initial purchase of a property whether a sale or letting.

6.7 RESIDENTS' OBLIGATIONS

The lease contains various obligations, which apply to tenants and all residents, in respect of the use and care of homes and communal areas, which are intended to:

- Enable residents to co-exist with their neighbours as comfortably, safely and harmoniously as practicable.
- Maintain the integrity and general upkeep of the homes, the building and amenity areas.

These obligations are enforceable by the landlord and the management company.

Furthermore, the management company may at any time impose and vary reasonable regulations in the interest of good building management (see Chapter 6.2).

EXTRACTS FROM THE LEASE TENANT'S COVENANTS

1. TENANT'S COVENANTS

THE Tenant HEREBY COVENANTS with the Landlord as follows:-

4.1 To pay rents

To pay the rents hereby reserved at the times and in the manner aforesaid and without deduction or set off as aforesaid

4.2 To pay outgoings

To bear pay and discharge

4.2.1 all rates taxes duties charges assessments impositions and outgoings whatsoever whether parliamentary parochial or of any other description now or hereafter assessed charged or imposed upon or payable in respect of the Demised Premises or any part thereof or upon the owner or occupier thereof and

4.2.2 the proportion properly attributable to the Demised Premises of any such rates taxes duties charges assessments impositions and outgoings as may be assessed charged or imposed upon the Demised Premises jointly with other premises or upon the owners or occupiers thereof other than any property owner's tax in relation to the Building

4.3 Service Charge

4.3.1 To pay to the Landlord at the times and in manner hereinafter provided in every year of the said term and so in proportion for any part of a year a due proportion as may be determined from time to time by the Landlord's Surveyor acting properly and reasonably (hereinafter referred to as "the Service Charge") of the expenses reasonably and properly incurred by the Landlord in connection with or relating to the Services or any of them or any such further works services supplies or facilities intended for the benefit of the Demised Premises or the Tenant or for maintaining and securing the facilities and amenities of the Building generally in accordance with the principles of good estate management and for the avoidance of doubt the due proportion of Service Charge payable by the Tenant shall not include any proportion that would otherwise be payable by other tenants in the Building or in respect of any unlet premises within the Building

4.3.2 The accounting period shall be the year or other period ending on the 31st day of December in every year or such other date as may from time to time be stipulated by the Landlord

4.3.3 As soon as practicable after the end of each accounting period the Landlord will furnish the Tenant with a statement of the expenditure properly incurred by the Landlord acting reasonably in respect of the Services for the relevant accounting period and of the Service Charge payable by the Tenant for such period

4.3.3.1 Pending the ascertainment of the Service Charge for each accounting period the Tenant shall pay half yearly on the 25 March and the 29 September in every year of the said term and proportionately for any part of a year pay a provisional sum by way of Service Charge such provisional sum to be such amount as the Landlord shall properly and reasonably stipulate

4.3.3.2 If from time to time the provisional sum held by the Landlord or by way of Service Charge for the Building as a whole shall be insufficient to meet any expenditure incurred by the Landlord in connection with or relating to the Services or any of them at the date that the same is incurred the Tenant shall on written demand pay within 14 days such further provisional sum by way of Service Charge as the Landlord may properly and reasonably stipulate to achieve the object of maintaining sufficient funds to meet the then and future expenditure on the Services

4.3.4 When the actual Service Charge for each accounting period has been ascertained any surplus due from or paid by the Tenant by way of Service Charge shall (in the case of a surplus due from the Tenant) be payable by the Tenant on written demand within 14 days and the Landlord shall credit any overpayment by the Tenant against future service charge demands

4.3.5 Each and every payment as aforesaid in respect of the Service Charge if not satisfied within a period of 14 days of the demand therefore shall then be recoverable by action

4.3.6 Any interest earned on any payments by the Tenant pursuant to the foregoing parts of this Clause 4.3 may be credited towards liabilities relating to the Service Charge generally rather than be applied to or against specifically the Tenant's past present or future such payments

4.3.7 The Landlord shall be entitled to include in the Service Charge such amount as its surveyor (acting reasonably and in accordance with the principles of good estate management) shall from time to time certify by way of:

4.3.7.1 a reserve fund for future or anticipated expenditure on the repair maintenance renewal or decoration of the Building or any other Services for which in the opinion of that surveyor such provision should be made

4.3.7.2 a sinking fund for the renewal or replacement of plant and equipment in the Building used in connection with the provision of services or plant and equipment

4.3.7.3 each and every payment as aforesaid in respect of the Service Charge if not satisfied within a period of 14 days of the written demand therefore shall then be recoverable by action

4.3.8 The Service Charge shall not include:

4.3.8.1 the costs of works of repair or otherwise to the extent that such costs are recovered by the Landlord under its policy or policies of insurance against the Insured Risks (other than where such insurance is vitiated or the payment of

monies thereunder withheld in whole or in part due to the act neglect or default of the Tenant or its undertenants or invitees)

4.3.8.2 the costs of works to the extent that such costs are recovered by the Landlord from third parties other than by way of service charge payable by any occupier of the Building or any part thereof

4.4 Comply with statutory requirements

At the Tenant's own expense to execute all works and provide and maintain all arrangements which by or under any Act of Parliament already or hereafter to be passed or by any Government Department Local Authority or other Public Authority or duly authorised officer or Court of competent jurisdiction acting under or in pursuance of any enactment are or may be directed or required to be executed provided and maintained at any time during the said term upon or in respect of the Demised Premises or any part thereof or in respect of the user thereof whether by the lessor or lessee AND not to do or omit or knowingly suffer to be done or omitted in or about the Demised Premises any act or thing by reason of which the Landlord may under any enactment incur or have imposed upon it or become liable to pay any penalty damages compensation costs charges or expenses AND at all times to keep the Landlord fully and effectually indemnified against all costs expenses demands claims or liability arising out of or incidental to any contravention of or non-compliance with any such provisions as aforesaid

4.5 Repair

To maintain and keep the Demised Premises and every part thereof in good and substantial repair and condition and good working order (damage by any of the Insured Risks only excepted unless the relative policy or policies shall have been rendered void or voidable or payment of the whole or part of the insurance moneys refused in consequence of some act or default on the part of or suffered by the Tenant) and to replace from time to time all fixtures and fittings sanitary apparatus and appurtenances in the Demised Premises which may be or become beyond economic repair

4.6 To keep clean and tidy

Not to store any waste materials other than in receptacles within the area (if any) provided therefore and so often as it shall be necessary to remove from the Demised Premises all refuse rubbish and scrap and generally to keep the same clean and tidy

4.7 To permit Landlord to enter to view and take inventories

4.7.1 To permit the Landlord with or without its agents surveyors workmen and others (as the case may be) at reasonable times (after at least forty-eight hours written notice except in case of emergency)

4.7.2 To enter and view the condition of the Demised Premises and of any defects decays and wants of reparation to the Demised Premises or other works or acts to be done there found and for which the Tenant shall be liable hereunder to give to the Tenant notice thereof in writing and if the Tenant shall not within twenty-eight days after such notice (or immediately in case of emergency) commence and proceed diligently with the execution of such repairs and works and the performance of such acts to the reasonable satisfaction of the Landlord of which notice shall have been given as aforesaid it shall be lawful for the Landlord and its contractors agents and workmen (but without prejudice to the right of re-entry hereinafter referred to) to enter the Demised Premises and execute all such repairs and works and do such acts as may be necessary to comply with the said notice and

the proper and reasonable cost thereof shall be a debt payable by the Tenant due from the Tenant to the Landlord and shall be forthwith recoverable by action

4.7.3 To enter the Demised Premises within one month prior to the Termination Date for the purpose of taking schedules or inventories of the fixtures and things in the Demised Premises to be yielded up at the Termination Date

4.8 Alterations

4.8.1 Not to alter or interfere with any part of the Building which is not comprised in the Demised Premises

4.8.2 Not to alter the external appearance or carry out any structural alterations to the Demised Premises

4.8.3 Not to make any internal non-structural alterations to the property without the Landlord's consent (such consent not to be unreasonably withheld or delayed)

4.8.4 In the event of a breach of this covenant 4.8 then in addition to any other rights and powers available (and independently of Clause 4.7) the Landlord shall be at liberty to enter the Demised Premises (if requisite) and/or to remove all unauthorised alterations or interferences and reinstate and all reasonable costs and expenses therein properly incurred by the Landlord shall be payable by the Tenant to the Landlord on demand

4.8.5 To the extent reasonably required by the Landlord to remove at the Termination Date all additions and alterations made to the Demised Premises during the Term and to reinstate the Demised Premises to their state and condition prior to the effecting of the same in a good and workmanlike manner to the reasonable satisfaction of the Landlord

4.8.6 To provide to the Landlord and the insurers details of the value of any works carried out to the Demised Premises for insurance purposes.

4.9 Signs and advertisements

Not to erect or exhibit or knowingly permit or suffer to be erected or exhibited on or from the Demised Premises any aerial satellite dish (or other apparatus associated with receiving or monitoring transmissions) sign signboard fascia advertisement hoarding placard or notice of any kind whatsoever

4.10 Not to obstruct

Not to obstruct the Common Parts in any way or place or permit to be placed anything therein or place or suspend or knowingly permit or suffer to be placed or suspended any excessive or undue weight on or from the floors ceilings walls or main structure of or appertaining to the Demised Premises

4.11 Not to overload the Conducting Media

Not to overload the Conducting Media electrical installations or other services in the Property

4.12 Floor Loading

Not to permit to be imposed on the floors or walls of the Property any load in excess of that which they are designed to bear and not to suspend or permit to be suspended from the ceiling and/or beams of or supporting the Demised Premises any load in excess of that which they are designed to bear

4.13 Regulations

To observe all regulations set out in the Third Schedule and such other reasonable regulations from time to time in force and notified to the Tenant by the Landlord having as their object the proper maintenance and tidiness of the Building or any part or parts thereof

4.14 Restrictions on user

Not to:

4.14.1 hold or permit or suffer to be held any sale by auction public exhibition or political meeting on the Demised Premises or any part thereof

4.14.2 use or permit or suffer to be used the Demised Premises or any part thereof for any trade business industrial or manufacturing purposes

4.14.3 store or permit to be stored in the Demised Premises any especially inflammable or any explosive or hazardous substance or material whatsoever save in containers specially designed and suitable for such purpose

4.14.4 carry on or permit or suffer to be carried on upon any part of the Demised Premises anything offensive noxious noisome or noisy whatsoever or permit or suffer the Demised Premises to be used or occupied in such manner as to be injurious to health whether by overcrowding or otherwise or for any illegal or immoral purpose or so as to cause any nuisance (particularly by television wireless or other instrument) damage disturbance or inconvenience to the Landlord or any other person or suffer that any sound emanating from within the Demised Premises caused by television wireless or other instrument shall be audible from outside the Demised Premises for any objectionable period

4.14.5 keep any dog cat reptile bird or other animal in any part of the Building without the written consent of the Landlord (revocable at any time) such consent not to be unreasonably withheld or delayed

4.14.6 keep in any part of the Building except in the Demised Premises or any cycle store or other approved area any wheelchair pram pushchair bicycle tricycle or other vehicle and the Landlord shall incur no liability in respect of any loss or damage to anything so kept

4.14.7 place or affix outside any window of the Demised Premises any sun-blind window box flower pot or other article or thing without the previous consent in writing of the Landlord (such consent not to be unreasonably withheld or delayed) provided that if such consent is given anything so placed or affixed shall be securely fastened to the reasonable satisfaction of the Landlord's Surveyor and the Tenant will indemnify the Landlord against any claims by third parties arising out of such matters

4.14.8 put out on any external part of the Demised Premises or in the Common Parts washing clothing bedding or other article of any description

4.14.9 bring or permit or suffer to be brought or do or knowingly permit or suffer to be done upon the Demised Premises anything whatsoever which may invalidate any insurance or render any increased or extra premium payable for the insurance of the Building against any of the Insured Risks

4.14.10 in case of any increase in any such premium caused by the Tenant as aforesaid to repay the same to the Landlord upon demand and

4.14.11 in case payment of any insurance monies is refused by insurers by reason of or as a result of the Tenant's act neglect or default the Tenant will upon demand pay the Landlord the refused amount

4.15 Alienation

4.15.1 Not to assign share part with the possession or occupation of or charge or underlet any part of the Demised Premises as distinct from the whole

4.15.2 Not to assign the whole of the Demised Premises to a person who is either an individual ordinarily resident outside England or a body incorporated or with a registered office outside England and Wales without first procuring or causing either

4.15.2.1 that at least one guarantor for the proposed assignee resident in England and reasonably acceptable to the Landlord shall enter into a deed for the purpose of guaranteeing the obligations of the assignee therein contained or

4.15.2.2 that the proposed assignee deposits with the Landlord such sum as shall represent one year's rents payable by the Tenant in respect of the calendar year immediately preceding the date of the assignment and in either case also

4.15.2.3 that the proposed assignee enters into a deed in a form approved by the Landlord's solicitors containing a submission by the assignee to the jurisdiction of the Courts of England and a declaration that such Courts are the proper forum for all purposes under this Lease and an undertaking to maintain at all times during the term hereby created an address in England or Wales for service of all notices processes and proceedings under or in connection with this Lease

4.15.3 Not to assign the whole of the Demised Premises without the assignee entering into a deed of covenant with the Landlord (in the form set out in Fourth Schedule or such other form as approved by the Landlord)

4.15.4 The Tenant shall not assign transfer or part with possession of the whole of the Demised Premises other than to a transferee or assignee who will at the same time take an assignment of the Tenant's Car Space Lease**]**

4.15.5 Not to underlet the Demised Premises otherwise than by:

i) an assured shorthold tenancy for a term not exceeding one year; or

ii) any other tenancy with the consent of the Landlord (not to be unreasonably withheld) and in relation to which the Tenant shall at the same time obtain and deliver to the Landlord a deed of covenant (in the form set out in Fourth Schedule or such other form as the approved by the Landlord) in its favour by which the undertenant covenants to observe and perform during the term of its tenancy the covenants and obligations on the part of the Tenant herein contained;

4.15.6 for the avoidance of doubt the Tenant shall not be entitled to enter into any holiday lettings or other short term letting arrangements

4.15.7 To produce two certified true copies of every assignment transfer mortgage charge underlease probate letters of administration order instrument or other writing effecting or evidencing any transmission or devolution of any estate or interest

(derivative or otherwise) in the Demised Premises or any part thereof other than assured shorthold tenancies or similar tenancies replacing the same to the solicitors of the Landlord for registration within one month from the date thereof and to pay to the Landlord's solicitors a reasonable fee of not less than Fifty Pounds together with Value Added Tax thereon for each such registration

4.15.8 At all times to give the Landlord full details in writing of any occupier of the Demised Premises and of the basis and terms of his her or its occupation

4.16 To inform the Landlord of notices

To give immediate notice to the Landlord of any notice or claim affecting the Demised Premises or any part thereof of which the Tenant is aware and at the request and cost of the Landlord the Tenant shall join into any such applications or proceedings which the Landlord deems appropriate

4.17 Reimburse fees incurred by the Landlord

Notwithstanding and without prejudice to any other provision contained in this Lease to reimburse the Landlord on written demand all properly and reasonable fees charges costs and expenses (including Counsel's Solicitors' and Surveyors' costs charges and fees) properly and reasonably incurred or suffered by the Landlord arising out of or in connection with or incidental to any breach of any of the covenants on the part of the Tenant hereunder and any steps taken in connection with the preparation and service of a notice under Sections 146 or 147 of the Law of Property Act 1925 (or any statutory provisions amending or replacing the said Sections) requiring the Tenant to remedy a breach of any of the covenants herein contained notwithstanding forfeiture for such breach shall be avoided otherwise than by relief granted by the Court

4.18 The Planning Acts

4.18.1 In this clause the following expressions have the following meanings:

4.18.1.1 "the Planning Acts" means the Town and Country Planning Act 1990 or any statutory modifications or re-enactment thereof for the time being in force and regulations or orders made thereunder

4.18.1.2 "Planning Permission" means any consent or approval given or deemed to be given under the Planning Acts and

4.18.1.3 "Development" bears the same meaning as in the Planning Acts

4.18.2 To comply in all respects with the provisions and requirements of the Planning Acts and of all Planning Permissions so far as the same relate to or affect the Demised Premises or any part thereof or any operations works acts or things already or hereafter to be carried out executed done or omitted thereon or the use thereof for any purpose

4.18.3 So often as occasion shall require at the expense in all respects of the Tenant to obtain all such Planning Permissions as may be required for the carrying out of any operations by the Tenant on the Demised Premises or the institution or continuance thereon of any use thereof which may constitute development PROVIDED ALWAYS that the Tenant shall not make any application for any planning permission without the prior written consent of the Landlord (such consent not to be unreasonably withheld or delayed) and in the event of any breach of this proviso the Tenant will indemnify the Landlord in respect of any loss arising therefrom

4.18.4 Not to carry out or make any alteration or addition to the Demised Premises or any change of use thereof (being an alteration or addition or change of use for which a Planning Permission needs to be obtained) before a Planning Permission therefore has been produced to the Landlord and acknowledged by it in writing as satisfactory to it (such acknowledgement not to be unreasonably withheld or delayed)

4.19 Development

Notwithstanding any other of the provisions of this Lease the Tenant will not carry out or apply for any permission to carry out to the Demised Premises or any part thereof any development or disposal which would give rise to any liability upon the Landlord to any tax levy charge or imposition under any Statute for the time being in force provided nevertheless (without prejudice to any other rights and remedies of the Landlord) that if the Tenant shall carry out permit or consent to any act matter or thing (other than any development or disposal by the Landlord) giving rise to any such tax levy charge or imposition then the Tenant hereby indemnifies the Landlord against all liability for any tax levy charge or other imposition of whatsoever nature including penalties and interest on overdue tax for failure to give appropriate notices and information or otherwise as may be required by any such statute for which the Landlord shall be liable as a result of such development disposal act matter or thing and shall on demand repay to the Landlord as the case may be the amount of such tax levy charge or imposition which in default of payment shall be recoverable from the Tenant as rent in arrear

4.20 Encroachment and easements

Not to stop up darken or obstruct or obscure any windows doorway passage or light belonging to the Demised Premises nor to permit any new window light opening doorway path passage drain or other encroachment or easement to be made into against or upon the Demised Premises and in case any window light opening doorway path passage drain or other encroachment or easement shall be made or attempted to be made the Tenant will give notice thereof to the Landlord as soon as practicable after the Tenant has become aware and will forthwith upon the request of the Landlord adopt such means as may be reasonably required or deemed proper for preventing any such encroachment or the acquisition of any such easement (including permitting the Landlord and others authorised by it to enter the Demised Premises to do the same)

4.21 To insure Third Party Risks

To insure and keep insured the Third Party and Property Owners' Liability risks of the Demised Premises throughout the term in an insurance office of repute and on request (such request not to be made more than once every year) to produce to the Landlord the policy or policies for such insurance and the receipt or receipts for the current year's premium

4.22 To indemnify

To indemnify and keep indemnified the Landlord from and against legal liability in respect of all loss damage actions proceedings claims demands costs damages liability and expenses in respect of any injury to or the death of any person or damage to any property moveable or immoveable or the infringement disturbance or destruction of any right easement or privilege or otherwise by reason of or arising in any way directly out of any breach of the Tenant's covenants contained in this Lease or the repair state of repair condition existence of or any alteration made permitted or suffered to be made by the Tenant to or to the user hereinbefore authorised of the Demised Premises

4.23 To yield up

At the Termination Date to give up the Demised Premises in such condition as is consistent with the tenant's covenants in this Lease and any consents for alterations to the Demised Premises given by the Landlord to the Tenant

4.24 To pay charges

To pay the proper and reasonable fees charges costs and expenses (including those of Counsel Solicitors and Surveyors) and reasonable disbursements together with Value Added Tax thereon reasonably and properly incurred or suffered by the Landlord and arising out of or in connection with any application or request by the Tenant in connection with the Demised Premises or the user thereof or any of the provisions of this Lease and whether or not the same shall be proceeded with by the Tenant or consent granted or lawfully refused

4.25 Interest on overdue payments

In the event of the Tenant failing to pay to the Landlord any sums payable by the Tenant under the provisions hereof within twenty eight days of the due date (or if no date is specified from the date of demand) to pay to the Landlord interest thereon at the rate of three per cent per annum above National Westminster Bank Plc Base Lending Rate for the time being in force from the due date (or if no date is specified from the date of demand) until payment

4.26 Terraces, Balconies and Outside Areas

4.26.1 Not to use any terrace or balcony or outside areas for the storage of any items nor for cooking nor to allow any smell or noise to emanate from the terrace or balcony and not to use the terrace or balcony for any purpose which shall or may cause nuisance or disturbance to any owner or occupier of the Building or any of the Lettable Areas or nearby premises;

4.26.2 Not place over or upon any terrace or balcony any parasol umbrella or awning nor any item or items which in aggregate weigh more than the terrace or balcony can bear;

4.26.3 Where the Premises includes an outside area and/or the right a terrace or balcony to maintain at all times the appearance of the terrace balcony and outside area (as the case may be) consistent with a high class block of residential flats with associated facilities and to maintain any planting or window boxes in an attractive manner and if requested by the Landlord forthwith to remove any item or items from the terrace or balcony;

4.26.4 Not to obstruct the terrace or balcony; and

4.26.5 To permit the Landlord its servants agents and contractors to gain access to the terrace or balcony through the Premises at all reasonable times on prior written notice of not less than 48 hours save in case of emergency when no notice shall be required for the purpose of cleaning decorating renewing repairing maintaining installing replacing any item at the Estate and affixing items to the Building.